

Code of Conduct for Parents/Guardians/Carers

We are fully committed to safeguarding and promoting the wellbeing of all students, members and staff associated with us. To ensure the effective running of our business and to protect all individuals connected with us, it is important that the following Code of Conduct is read, respected and adhered to at all times:

- Encourage your child to learn the rules and perform within them.
- Arrive with plenty of time to get your child ready for their class and ensure that they have been to the toilet before the session begins and has adequate water with them.
- Always inform a member of staff if you are going to be late or cannot attend a session.
- Always ask your child to inform a teacher if they feel ill or have an injury.
- Students below 14 yrs must be dropped off to the studio where a teacher will take a register. Registers will be taken in all classes. All juniors and mid levels to be collected visibly by an adult please unless an email has been sent to us giving permission for your child to leave alone. Those younger dancers in senior classes are to be dropped off and collected by an adult unless prior permission has been emailed in - this is to safeguard all in our care so please do help us keep your children safe. **They must not wander off site if expecting to be collected by an adult and must stay with their class during breaks**
- Always ensure that your child is dressed appropriately/wears the uniform as specified in the welcome pack and make sure that they have something to drink.
- No parent/guardian/carer will be allowed in to the studio during classes thank you and please try to refrain from peering in through windows so the dancers can stay focused.
- Discourage challenging and inappropriate conduct towards teachers and other students and encourage you to email us as soon as you have any concern, whatever that might be. We can invariably help.
- Help your child to recognise good performance and progression according to their own journey.
- Be realistic with regard to their ability and do not set expectations too high - It can be very damaging for children if they feel they are falling short of expectations.
- Discourage comparisons against other students - each student is an individual with different goals and objectives and they must be praised on their own personal achievement.
- Set a good example within the student environment by recognising good sportsmanship and applauding the performances of all students.
- Never punish or belittle a child for poor performance or making mistakes. It is through mistakes that performers learn and develop as a student.
- Use correct and appropriate language at all times.
- Encourage and guide your child to accept responsibility for their own performance and behaviour.
- Endeavour to establish good communications with teachers and staff for the benefit of all and respect their break times.

- Never challenge or threaten a teacher or member of the team. Any concerns must follow the approved channels, as outlined in the [Complaints and Grievance Procedure](#).
- Do not raise issues of disagreement publicly.
- Always collect your child promptly at the end of a class and allow for travel issues or delays.
- All fees must be paid on time, otherwise your child may risk losing their place in the class.
- Please understand that a breach of this Code of Conduct may have repercussions and, in extreme cases, may result in your child/children losing their place/s.

Contact us

You can contact us during lesson times as follows:

Emma Northmore
+44 7958 725862

Alternatively, you may send an e-mail outside of lesson times:

Liliana Della Valle
admin@balletboost.com

