

DANCE SCHOOL

OF THE YEAR



FINALIST 2019



♥ WELCOME ♥

It is our absolute pleasure to warmly welcome you to our dance family here at Phillomena. Our goal is to create a positive and happy experience for all our students. We strive to nurture and develop talent and inspire a love and appreciation of dance in an exciting and rewarding environment. All our teachers are passionate about dance and we are committed to ensure that all classes are progressive, all inclusive, fun and fabulous!

We have created this one-stop handbook to shed some light on how things work at our school and hopefully answer a lot of queries you may have before your child starts their dance journey with us. We would love you to take the time to read all the information in here carefully and keep it in a safe place for future reference, but don't forget that most information is also available on our website www.phillomenadanceschool.co.uk or just ask any of our team if you have any queries.

Contact Information:

The Studio & Office

t: 07597 388489	73 Marbles Way Tadworth Surrey KT20 5JP
e: hello@phillomenadanceschool.co.uk	
Opening hours: Office Monday to Friday: 9:00am – 1:00pm Studio Monday to Friday: 9:30am – 7.30pm Saturday – closed at present Sunday - closed	

Communication

For convenience, our primary means of communication is via email, so please ensure you have provided us with an up to date email address that is regularly checked. Don't forget to add us to your contacts too, so we don't end up in the dreaded spam folder!

You will receive regular updates and important information via email as well as invoices and our termly newsletter – 'PDS News'. Our newsletter contains diary dates for exams, holidays and any other events / news you may need to know for the coming term. We have included our latest issue with this welcome pack for you – please take a look. As well as the newsletter all important dates can be found on our website www.phillomenadanceschool.co.uk

We also use WhatsApp for groups/ classes so please make sure we have your current mobile phone number.

Facebook is also a great way for us to keep in touch and let you know what's going on, as well as share our success stories, so please make sure you have liked our Facebook page and followed us on Instagram:

Facebook: <https://www.facebook.com/philodance/>

and also request to join our closed group:

[Phillomena Dance School \(private\)](#)

Instagram: [search @philodance](#)

Registration & DATA Protection

If you haven't already done so, before putting that leotard on, or lacing up those tap shoes, it is so important that every student / parent – whether returning or new - completes our new Online booking procedure. The link to do so is listed below registration information.

Our registration fees are:

- £35 for new students which includes a free t-shirt
- £25 -for siblings (of new or current students)
- £20 for returning students
- £20 for Disco Ducks
- £10 for Adult students

This can be paid by card payments or bank transfer. It's really important this gets to us before the first class (after a trial) so we can reserve that place in class just for you!

As part of our registration we require the following information:

- All contact information of parent/guardian
- Personal information of student
- Medical information of student
- Emergency contact details

In addition to all personal information required, we also request permission for:

- Media Release – so we can show off photos and videos of our amazing dancers
- Travel Consent – there are times when we may offer to take your child to an event or home from dancing (Non applicable during COVID-19 Pandemic)
- Agreeing to our Terms and Conditions (including COVID-19 updates)

From September 2020 we are making a conscious effort to help save the planet and cut down on paper consumption. Therefore, all paper Registration Forms have been withdrawn. To also comply to Data Protection laws, we use a Studio software programme called "Class Manager". This allows your data to be stored in a safe and secure way and allows you to access (via the Parent Portal) to change and update when necessary. It allows us to create classes, registers, raise invoices and send emails.

With regards to Data Protection – your consent to this information being held is purely for safeguarding, marketing purposes and Track & Trace. You can request to have your information withdrawn at any time by emailing: hello@phillomenadanceschool.co.uk

We ask that you click on the following link to submit your details and the details of yourself (as an adult student) or your child/children. <https://app.classmanager.com/portal/phillomena-dance>

Click on register and follow the steps to proceed to the registration.

COVID-19 Updates:

All our policies have been updated to reflect government guidelines which also include the latest GDPR. (See separate COVID-19 document for full details).

Nut Allergies:

Phillomena Dance School aims to practice a nut free policy although we recognise that this cannot be guaranteed. This policy serves to set out measures to reduce the risk to those children and adults who may suffer an anaphylactic reaction if exposed to nuts to which they are sensitive. Phillomena aims to protect children and adults who have allergies to nuts.

Please take responsibility as to what food your child/ren bring as snacks to dancing and be aware of any risk they may cause by consumption or airborne.

We take very seriously the safeguarding of your children and we ensure that we have all the correct policies in place. Please ensure you have fully read and agreed to our updated Terms and Conditions and policies.

For more information please visit our website for all our policies in full www.phillomenadanceschool.co.uk

Uniform

There is a set uniform for all children's classes which must be adhered to.

Due to COVID-19 we will no longer carry our stock from venue to venue. If you wish to purchase dance kit, we ask that you email/text/call our office with your requirements and if we have those items in stock, we will bring them to your next scheduled class or order for you. We request that you do not order through your teacher – please contact our office direct. Alternatively, all stock is held at our Studio in Tadworth so you may wish to book an appointment to purchase your uniform from there.

Class Fees

From September 2020 we have a new pricing structure in place. We will no longer give sibling discounts, instead we have introduced a class scaling discount scheme for all individual students. To also help those who may have money issues due to Covid - we are currently charging fees every half term instead of termly. (Please see below for further details of Payment Options):

Prices of Children's classes and scaling discounts:

Poppets/Kids/Teens classes:

Duration of class	Fee per class
30 minutes	£5.50
45 minutes	£7.50
60 minutes	£8.50
90 minutes (seniors only)	£10.00
90 minutes	£14.00

Tap & Theatre Craft classes are always offered as an hour or 1.5hr class – unless your child only does one of the subjects then it is billed at either 30 or 45 minutes depending on grade.

Ballet and Street classes are billed as individual classes.

No discount	1 class
2% off	2 nd class
3% off	3 rd class
5% off	4 th class
7% off	5 th class
10% off	6 th class

Adult Classes:

All our Adult classes run for ten weeks per term (five weeks every half term). Classes are £6.50 & can be paid as follows:

Half Termly (5 weeks) £32.50 = £6.50 per week

Termly (10 weeks) £60.00 = £6.00 per week

There is also a £10 Registration Fee

Miscellaneous Half Term Charge:

As from April 2021 a £1.50 miscellaneous fee, per person, will be added to each of your half term invoices. This is to help towards the costs of insurances, music licenses & cleaning products we have to purchase to enable us to operate lawfully.

New payment options:

With the introduction of our new Studio software "Class Manager". We have been able to connect new and easier ways for you to pay your dance fees on time.

We now have three options for you:

1. Bank Transfer
2. Debit/Credit card payment through Stripe via My Portal
3. Go-Cardless Direct Debit set up via My Portal

Bank Transfer:

This is our preferred method of payment. All bank details are noted on your invoices.

Name of account – The Phillomena Dance School

Account Number – 66292182

Sort code – 60-08-01

We will apply payments to your accounts manually when cleared through the bank – this can take up to three days after payment has been deposited.

Debit/Credit Card:

Once you have registered with “My Portal” in “Class Manager”, you have access to your account with us. You are able to click on your outstanding invoices and pay direct using a Debit or Credit card.

Go-Cardless Direct Debit:

- Direct Debit can be used to pay for regular payments of all types – including variable business invoices.
- GoCardless is a leading Direct Debit provider, processing over £5 billion in payments annually for more than 50,000 organisations around the world.
- **You only need to set up payment once** – complete an online form and, unlike with a bank transfer, cash, cheque or card payment, you won't have to remember to pay next time. Which means no accidental disruptions to your service, subscription or membership.
- **You won't ever need to update payment details** – unless you change bank accounts, you won't have to worry about updating your payment details either (unlike, if your debit card expires, or is lost or stolen).
- **Paying through GoCardless gives you certainty** – you'll know exactly how much you're paying and when it will come out, which can help with budgeting.
- With GoCardless you are notified that a payment is coming out in advance, giving you the chance to raise any issues about the payment.
- With Direct Debit, your payments are protected. For example, in the UK, you are fully protected under the Direct Debit Guarantee, meaning you have the right to cancel and receive a full refund for any payment taken in error.
- You can cancel the Direct Debit mandate at any time, for example, through your online banking, immediately stopping future payments (although this will of course affect access to your services) and we would require the four week's notice to withdraw from classes.
- GoCardless is ISO 27001 accredited, (ISO 27001 is a widely recognised, internationally accepted standard for information security). It is also authorised by the UK Financial Conduct Authority to provide payment services as an Authorised Payment Institution across the European Union.

If you want to know more visit GoCardless website <https://gocardless.com/>

Cash/Cheques - not accepted:

As from September 2020 cash can only be accepted in our Studio in Tadworth. We can no longer accept cash at any of our additional venues. (We hope this method will be welcomed back in the future). You are more than welcome to drop cash payments to our Studio in Tadworth – please ensure you have arranged a time when someone will be on site. We ask that you place cash in a sealed envelope clearly marked with your name and total of contents. Please do not put cash envelopes through the letter box of the studio as it is not safe to do so. Please do not give cash to your teachers.

Invoices:

All invoices for classes will be raised and emailed on the first day of the month.

All fees for that half term will be required to be paid in full by the third day of that month.

Primarily we are a Dance School, but we are also a small business and with that comes great responsibility and overheads. We have rents, wages, licences, equipment, stock etc to pay for on a monthly basis, so it is vital for us to collect payments quickly and securely to allow us to continue to offer a level of service we pride ourselves on. None of this would be possible without your continued support and payment of fees on time.

If you have any problems with being able to make a payment on a set date, please ensure you speak to our Principal Lynda Blyth-Phillips, where special consideration can be discussed. Please do not discuss with your teacher – contact Lynda on hello@phillomenadanceschool.co.uk

Table of Monthly Payments:

1 st day of the month	Invoices raised and emailed
3 rd day of the month	Invoices in full to be paid for that current month – if you have activated GoCardless to your account then monies will be collected automatically from your chosen account)

Notification to withdraw from classes at Phillomena.

We require, one month, (4 weeks) notice by email to withdraw from any classes or the school in whole. Failure to do so will result in, one month, (4 weeks) payment to be submitted.

Cancelled classes

Cancelling classes is very rare, however, in bad weather it is sometimes impossible to travel to our venues. If classes are cancelled due to bad weather or an act of God, refunds are not available. We will endeavour to make up the class at another time or offer an online class instead.

If ever we have to cancel a class due to unavailability of a venue, a make-up class will be scheduled at a later date – again refunds are not available. We always know in advance any dates that are not available for us and we ensure that you are notified at the beginning of every term of any changes.

Blended classes or covid-19 self isolation

Due to Covid-19 some of our larger classes have to be blended which is a mixture of live/physical classes one week and zoom online the following week. At this moment in time it is just our senior classes that are blended.

We are mindful that there may be times when students may have to self isolate or shield in these circumstances if we are given advance warning we can offer to stream the live class via zoom for them to join in at home.

'Name & Claim' Scheme

If you know any family or friends who you think would love to join us too, please spread the love. For each person you send our way, as soon as they register with us and pay their fees, you will receive a £20 (kids/ Teens) or £10 (Disco Ducks) credit for the referred students, which can be redeemed against class fees or dance kit purchased from us. There is no limit to how many times you can claim - so get referring!! If you found us via a friend, don't forget to name them on your registration form so they can receive their voucher.

Exams:

Due to COVID-19, the IDTA are working towards new procedures for examinations. They are hoping to offer some online examination processes, but at this moment in time we are waiting for guidance.

Benefits of exams

Following a structured syllabus, with clear progressions, allows the student to develop their dance technique through a safe, systematic, tried and tested programme. Participating in exams encourages a good work ethic and commitment. It also builds a student's confidence, independency and social skills.

We help to prepare all our students to be polite and courteous to the Examiner and their classmates. Respect, discipline and gratitude naturally evolve through hard work and committing to class week after week. The sense of achievement once the student has taken and passed the exam is the best accolade of all. As they advance through the system, their rewards for each step of the way are celebrated with the presentation of their exam certificates, medals and trophies. IDTA exams are also linked to personal learning records via a student's Unique Learner Number (ULN). Once we have been provided with their ULN, students are able to achieve UCAS tariff points for certain exams they achieve.

Notification of exam sessions

We aim to notify all parents at least six weeks before the scheduled exam date if their child is ready to take their exams at the end of that term. Our methods of communication are:

- Verbally from your child's teacher.
- Email and Invoice for exam fee.

- Our Private Facebook group - please ensure you have requested to join it using this link www.facebook.com/groups/390706131278144/ or via our main Facebook page www.facebook.com/philodance/
- On our website www.phillomenadanceschool.co.uk

Timetable

The timetable is created at least four weeks before the exam date. Students are entered in groups of 2 – 8 candidates, depending on the grade and genre of dance exam. In the first instance we create a rough copy of times and planned groups for each exam.

Please note: if your child is unable to attend the exam day or you require a certain time slot on the day, please, please let us know asap. We have to enter the children in groups and so this can affect other students entered on the day.

Once the timetable is available, it can be viewed at all our venues and via the website www.phillomenadanceschool.co.uk . All our teachers will also have their own copies – please ask. They will also be posted in our private Facebook group: www.facebook.com/groups/390706131278144/

Please note that the timetable changes frequently, so please check regularly.

Payments

Exam fees are required to be paid in full before the exam date – methods of payment are:

- Bank Transfer
- Debit/Credit card payment through Stripe via My Portal
- Go Cardless Direct Debit set up via My Portal

Results

All results follow 4-6 weeks after the exam date. Once they have arrived and been sorted, we are ready to hand them out. We usually notify the parents at the beginning of class to pop back five minutes early to watch the presentation.

Exam preparation:

Uniform

Please ensure you are aware of what uniform is required for your child/children's exams. For all Ballet, Tap and Theatre Craft exams our set class uniforms are required. Please ask if you are unsure or do please check our website. Failure to have the correct items of uniform will result in your child/children being withdrawn from their exams if we do not have the missing items in stock for you to purchase on the day. All uniforms, including shoes, should be clean, presentable & of the correct size please.

Tattoos/Nail Varnish/Piercings

Semi-permanent tattoos and nail varnish are not permitted in exams – permanent tattoos should be covered if possible. All jewellery / piercings should be removed before the exam and preferably left at home to ensure their safe keeping.

Hair

Hair styles can vary from grade to grade and genre of dance. We will notify you of the required hair style and request that if possible, hair is already pre-done when your child arrives at the venue for their exam. Headbands are not permitted in any exams – we supply ribbons for all theatre exams (Ballet, Tap and Theatre Craft).

On the exam day

Please arrive at least 30 minutes before your scheduled exam time and have all the correct uniform, shoes and hair requirements.

It is not always possible for the parents to stay and wait in the changing room (depending on the venue) during their child's exam/s. Please be prepared to just drop your child with us and collect later.

Shows

We put on our fabulous shows every other year - this is an extremely special and exciting time at Phillomena. They usually take place towards the second / third weekend of July, ready to recover over the summer! There is a big commitment needed to participate in the shows, with extra rehearsals and cost involved. Again, it is not compulsory to take part, but as we're sure every student and parent at Phillomena will tell you, they offer an invaluable performance opportunity and great fun is had by all, whether that be on stage, backstage or in the audience.

Parties!



Wedding Choreography

Looking for a first dance with a difference? We can help you surprise your wedding party with a standout routine that's fun, entertaining and as memorable as your big day. Whether you're into Swing or Street, Ballroom or Bollywood, our professional dance teachers will choreograph a routine guaranteed to have all your wedding guests on their feet! Your choice of music, your choice of dance style and difficulty level – we'll work with you to come up with a routine that's just right. Get in touch for a friendly chat about our wedding choreography packages.

Venues

We use various venues for our classes, but so it's not too confusing, this info should help you to find them easily. If you're not 100% sure which one you should be heading to for your class, have a quick glance at our current timetable and you should find the info you need there. We've also included our show venue for when that time comes around!

United Church of St. Mark	Monday/Wednesday & Thursday classes
The Banstead Centre	Saturday classes
Banstead Youth Centre/Sure Start	Saturday classes
Blenheim High School	Saturday classes
The Studio	Monday – Friday
Stoneleigh Studio	Monday - Saturday

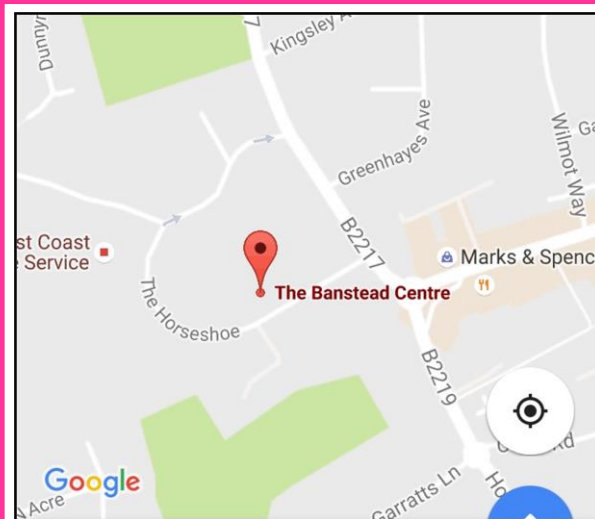
United Church of St. Mark (Monday, Wednesday & Thursday classes)



United Church of St. Mark
Great Tattenhams
Epsom Downs
KT18 5RD

St. Mark's is situated on the main road, just next to the turning for St. Mark's Road. It has a good sized car park on site.

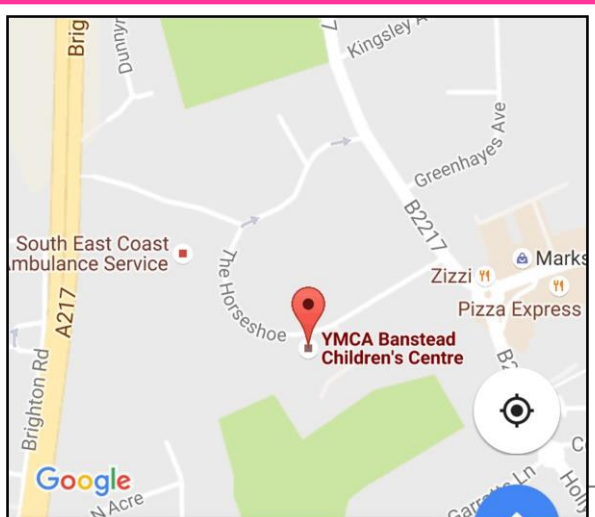
The Banstead Centre (Saturday classes)



The Banstead Centre
The Horseshoe
Bolters Lane
Banstead
SM7 2BQ

As you turn onto The Horseshoe, The Banstead Centre is situated on the right hand side, just past the car park. Limited parking is available if you turn right directly after the centre.

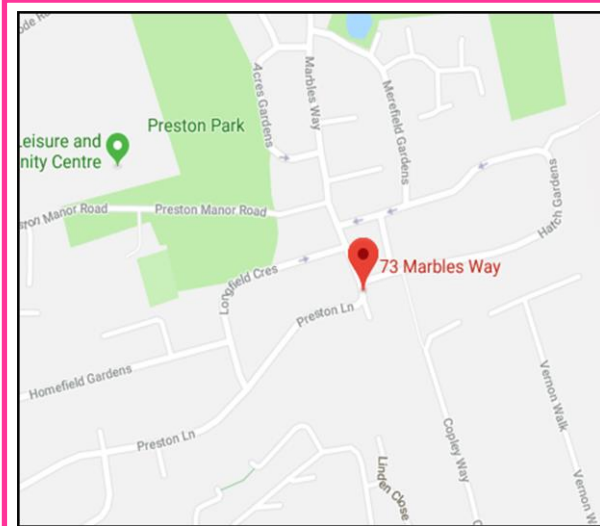
Banstead Youth Centre (Saturday classes)



Banstead Youth Centre
The Horseshoe
Bolters Lane
Banstead
SM7 2BQ

As you turn onto The Horseshoe, the Youth Centre is situated on the left hand side past the Library and Dr's Surgery. Parking is available in the centre's car park accessed through the large gates immediately before the building.

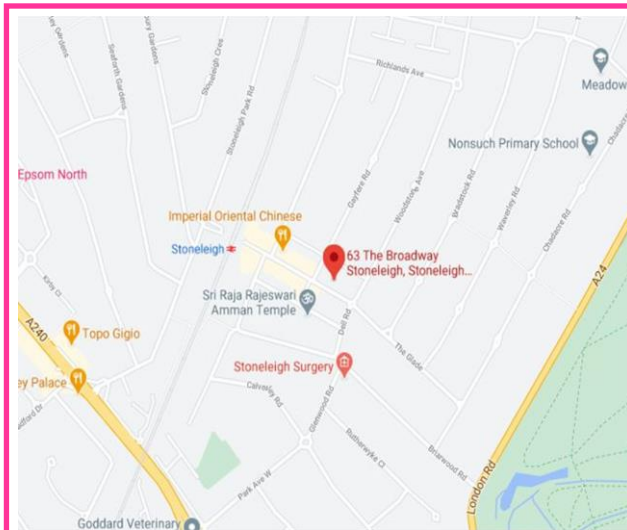
The Studio (Monday – Saturday)



73 Marbles Way
Tadworth
Surrey
KT20 5JP

There are two bus routes that run past the studio, these are 460 and 480. The stop that you should get off at is Marbles Way or Hatch Garden.

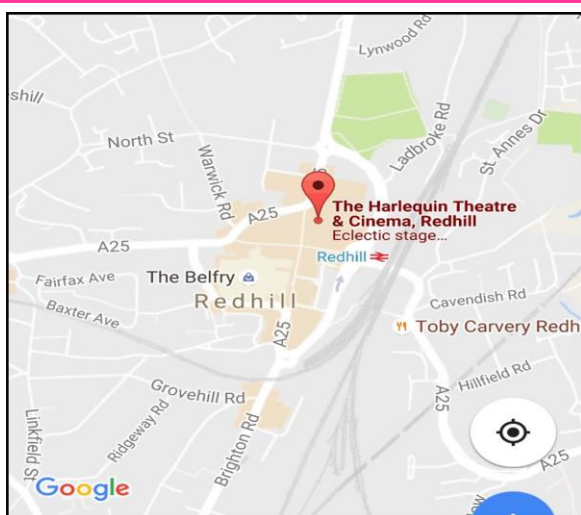
Stoneleigh Studio (Monday – Saturday)



63 The Broadway
Stoneleigh
Surrey
KT17 2HP

There is a bus from Epsom to Stoneleigh Park Road number 406 then it is a 6mn walk to the Studio. Stoneleigh Train station is 2mn walk. Limited on-street parking.

Harlequin Theatre (bi-annual show)



Harlequin Theatre
Warwick Road
Redhill
RH1 1NN

The Harlequin is located right in the centre of Redhill. It is accessed via the first floor next to the library – there are lifts and stairs near Sainsbury's. Pay & display parking is available at various car parks including Clarendon Rd, Gloucester Rd and the station car park.

Rules and Regulations

To ensure the smooth, safe running of Phillomena Dance School, and to enable us to create an enjoyable experience for all, we have certain rules, regulations and behavioural expectations which must be adhered to. If any of the requirements below seem unclear, or you wish to discuss them further, please get in touch.

- 1.** Disruptive behaviour in class will not be tolerated and may result in the students concerned being asked to leave the class.
- 2.** Disrespectful or discriminatory behaviour will not be tolerated. This includes, but is not limited to, physical, mental or emotional bullying by parents, staff, volunteers or students. Any such incidents will be reported to the Principal and may result in dismissal / exclusion from the school.
- 3.** Notification of planned absence from classes should be made to the teacher and/or Principal in advance. We would appreciate it if absence due to sickness is also reported.
- 4.** Correct uniform must be worn for all classes (with the exception of trial classes). Details of which can be found in this pack and on our website.
- 5.** Hair should be worn off the face for all classes and tied back if possible. Long hair should be worn in a bun for ballet classes.
- 6.** For health & safety purposes, jewellery is not permitted to be worn in class with the exception of small studs in pierced ears.
- 7.** No jewellery whatsoever, temporary tattoos or nail varnish are permitted for exams or performances.
- 8.** Phillomena Dance School cannot take responsibility for any personal belongings brought to class, so please ensure that all belongings, including uniform items and shoes, are clearly named.
- 9.** All class fees must be paid in advance and in accordance with the details on your invoice. Persistent non-payment may result in your child being excluded from classes until arrears are cleared.
- 10.** Four week's notice in writing via email is required should you wish for your child to be withdrawn from any classes or the school in general. Failure to do so will result in a charge of 4 weeks' fees being applied to your account.
- 11.** Payment for show rehearsals and costumes must be paid by the date requested. Failure to do so may result in your child being excluded from certain show numbers or performances.
- 12.** Exam fees must be paid by the date requested. Failure to do so may result in your child being excluded from the exam session.
- 13.** To keep disruptions to a minimum, parents / guardians / family members are permitted to watch trial classes and open days only and at the discretion of the teacher. (Not during Covid).
- 14.** It is not permitted for anyone to take photos or videos of Phillomena Dance School students without prior permission from all those involved. This includes open days and trial classes.
- 15.** Photos or videos of Phillomena Dance School students must not be posted onto social media / internet without prior permission from all those involved.

We really appreciate your cooperation with the above points.

Meet the team

And finally ... There will be lots of new faces to see and people to meet now that you've joined Phillomena, so this is to give you an idea of who everyone is before your child starts. I'm sure they'd love to see who their new teachers are too - we're a pretty friendly bunch! You can feel confident knowing that your children will be in safe hands, as our qualified teachers are also DBS checked and first aid trained.

Teachers



Miss Lynda



Miss Elaine



Miss Sarah



Miss Wendy



Miss Holly



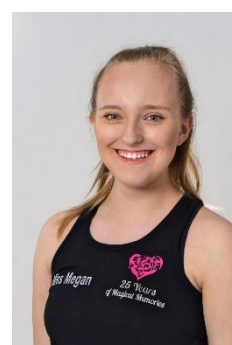
Miss Emily



Miss Rowena



Miss Louise



Miss Megan



Miss Megan



Mr Dennis



Miss Amber



Miss Lauren

Welcome to Phillomena & happy dancing with us! From all the team @
Phillomena Dance School
& Phillomena Poppets x