SMASH

PERFORMING ARTS STUDIO

POLICIES

Student & Family *Code of Conduct*

At SMASH Performing Arts, we believe every performer deserves a safe, welcoming, and supportive environment where they can learn, grow, build friendships, and develop confidence.

Our studio is built on respect, teamwork, creativity, and a shared love of the performing arts. To ensure a positive experience for everyone, we ask all students and families to follow the guidelines below.

By enrolling in a SMASH program, students and their parents or guardians agree to uphold this Code of Conduct.

01

Respect & Positive Behaviour

SMASH is a non-competitive, inclusive community where kindness, encouragement, and mutual respect are expected.

- Students must treat fellow performers, instructors, directors, volunteers, and staff with courtesy and respect.
- Bullying, harassment, intimidation, discrimination, gossip intended to harm others, and disruptive behaviour will not be tolerated.
- Students are expected to follow instructor directions, participate positively, and contribute to a supportive learning environment.
- Families are expected to demonstrate the same respect toward SMASH staff, students, and other families.

- Online communication, including social media and group chats, must not be used to harass, threaten, bully, or target members of the SMASH community.

> *We encourage students to celebrate one another's achievements and recognize that every role and contribution matters.*

02

Casting, Placement & Production Decisions

Casting and production decisions are made with consideration for each production's artistic and educational needs.

- Casting, student placement, show selection, choreography, staging, and directing decisions are made by SMASH's artistic team.
- These decisions are final and are not subject to negotiation.
- Students are expected to approach every role and ensemble opportunity with commitment, enthusiasm, and respect.
- Parents and students may respectfully request general feedback to support future growth, but casting decisions will not be reconsidered.
- Withdrawal following casting or placement decisions remains subject to the applicable program's enrollment and withdrawal policies.

> *At SMASH, every role is an opportunity to learn, contribute, and grow as a performer.*

03

Communication with Staff

To maintain appropriate professional boundaries and ensure communication is handled consistently:

- All program questions, concerns, and administrative enquiries must be directed to **info@smashtheatreschool.ca**.
- Students and parents must not contact instructors through personal text messages, Snapchat, private social media messages, or personal accounts regarding studio matters.
- Please allow reasonable time for responses, particularly during rehearsals and production periods.
- Urgent student safety concerns should be brought to the attention of SMASH administration promptly.

> *Our instructors' time outside scheduled classes and rehearsals should be respected.*

04

Attendance, Preparation & Participation

Consistent attendance and active participation help every performer succeed and support the entire group.

- Students are expected to arrive on time, prepared, and ready to participate.
- Students should bring appropriate clothing, indoor footwear, water, and any materials requested by their instructor.
- Families should notify SMASH when a student will be absent.
- Students must not attend class or rehearsals when ill.
- Students participating in productions are expected to honour rehearsal commitments and communicate scheduling conflicts as early as possible.
- Repeated absences or missed rehearsals may affect a student's participation or responsibilities within a production.

05

Phones, Photography & Social Media

We want students to remain focused, engaged, and respectful of others' privacy.

- Personal phones must remain put away during classes and rehearsals unless an instructor gives permission.
- Students may not photograph, film, or record other students during class or rehearsals without authorization.
- Families must respect the privacy and media-consent preferences of other students.
- SMASH production photographs, rehearsal materials, and behind-the-scenes content should only be shared when permission has been given.

06

Parent Communication & Concerns

We value positive relationships with our SMASH families and welcome respectful, constructive communication.

If a concern arises, families are encouraged to contact SMASH administration directly rather than approaching students or instructors during class time.

SMASH will review concerns appropriately and respond where a response is warranted. Artistic and operational decisions remain the responsibility of the studio's directors.

Disagreements must be handled respectfully. Harassment, threats, or repeated inappropriate communication toward students, families, or staff will not be tolerated.

07

Withdrawal, Fees & Refunds

Enrollment in SMASH programs is subject to the financial commitments and withdrawal terms agreed to during registration.

- Families are responsible for reviewing their program's tuition, fees, withdrawal deadlines, and refund conditions.
- Full-year Performance Programs and shorter-term programs may have different cancellation and refund policies.
- A student's decision to withdraw following casting or placement does not automatically remove applicable financial obligations.
- Any refunds or outstanding payments following withdrawal or dismissal will be handled according to the applicable enrollment agreement and governing law.

> *Families should contact SMASH administration in writing regarding withdrawal requests.*

08

Behavioural Concerns & Removal from Programs

SMASH is committed to maintaining a safe and positive environment for all participants.

Conduct that may result in disciplinary action includes:

- Bullying, harassment, intimidation, or discriminatory behaviour.
- Repeated refusal to follow reasonable staff instructions.
- Behaviour that disrupts classes, rehearsals, or productions.
- Threatening, aggressive, or inappropriate conduct toward students or staff.

- Serious violations of student privacy or safety.
- Parent or guardian behaviour that significantly interferes with the safety or operation of the program.

Where appropriate, SMASH may address concerns through discussion, parent communication, or behavioural expectations.

For serious misconduct or immediate safety concerns, SMASH reserves the right to suspend or remove a student without prior warning.

Decisions regarding continued participation are made by SMASH administration, taking into account the circumstances and the well-being of the studio community.

Families will be notified of dismissal decisions in writing. Any resulting financial obligations or refunds will be determined under the applicable enrollment agreement and governing law.

09

Our Shared *Commitment*

SMASH is more than a place to learn singing, acting, and dance. It's a community where young people build friendships, discover their strengths, and experience the joy of creating something together.

By working together with kindness, respect, and a shared commitment to the performing arts, we can make every class, rehearsal, and production a positive experience for everyone.

Thank you for being part of the SMASH family!

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