



PARENT AND STUDENT POLICIES (Public Summary)

Company Status: Community Interest Company (CIC)

Date of Last Review: January 2026

A Message to our Escape Families

ESCAPE is, at its heart, a community. As we continue to grow as a Community Interest Company (CIC), we want to express our sincere gratitude to the parents and guardians who support our mission.

Your commitment to your children's creative journey is what makes our success possible. These policies are designed to ensure that ESCAPE remains a safe, professional, and joyful environment for every performer. We value your support, your trust, and the incredible energy you bring.

Thank you for being part of the ESCAPE family and for helping us maintain a standard of excellence for all our students.

1. Safeguarding & Electronic Communication

Policy Overview: This policy outlines how ESCAPE ensures the safety of all students during rehearsals, performances, and digital interactions.

- **Designated Safeguarding Lead (DSL):** The DSL for ESCAPE is *Samantha Hughes*. Any concerns regarding student welfare should be directed to the official work email: contact@escape-ymtc.org
 - **Professional Boundaries:** Staff and volunteers will not communicate with students via personal social media accounts, private WhatsApp, or FaceTime.
 - **Official Parent Communication:** General updates, rehearsal schedules, and group logistics are shared via official Parent WhatsApp Groups and/or work email. These groups are for adult communication only.
 - **Mobile Phones & Privacy:** To prevent distraction and protect student privacy, mobile phones are not permitted during rehearsals. Phones must be switched off and kept in bags. This ensures no unauthorised photos or videos are taken of students, maintaining a secure environment for all.
 - **In-Session Concerns:** If a student has a concern, is feeling unwell, or is upset during a rehearsal, they must speak directly to the Director or staff member leading the session. Students should not use their mobile phones to contact parents during rehearsal time without asking first. This allows the Director to provide immediate support and ensure the safety of the student.
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2. Image & Data Security

- **Internal Records:** Photos and videos taken by staff for rehearsal purposes (e.g., checking choreography or spacing) are stored on encrypted, company-owned devices. They are not stored on personal cloud accounts or shared with third parties.
- **Video Auditions:** We occasionally request that parents send video auditions of their children via the official ESCAPE WhatsApp or email.
 - These videos are used solely for the purpose of casting and artistic assessment.
 - **Data Retention:** Once a casting decision has been finalized and communicated, these audition videos are permanently deleted from our devices and are not stored for future reference.
- **Social Media & Promotion:** No images or videos of students will be used for marketing or social media purposes without the explicit written consent of a parent/guardian.

3. Terms & Conditions (Fees, Casting & Attendance)

- **Fees and Payments:** All fees must be paid in full at the start of each term.
 - **Special Circumstances:** We are committed to inclusivity. Payment plans or adjusted deadlines may be arranged under special circumstances, but these must be formally agreed upon with the Director before the term commences.
 - **Late Payments:** Failure to settle fees or adhere to an agreed payment plan may result in a student's place being suspended.
 - **Attendance & Rehearsal Policy:** Theatre is an ensemble art form. Consistent attendance is required to ensure the safety, choreography precision, and artistic quality of the production.
 - **Casting Decisions:** All casting and staging decisions are final and at the sole professional discretion of the Directors.
 - **Changes to Casting:** The Directors reserve the right to amend casting or re-assign roles at any time - including during active rehearsal sessions - if a student fails to uphold the necessary attendance or rehearsal requirements or if it is deemed necessary for the safety and success of the production.
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4. Parent & Student Code of Conduct

- **Respectful Environment:** Escape is a place of creativity and mutual respect. We expect all students and parents to treat staff, volunteers, and fellow performers with kindness.
- **Communication Standards:** Parents are expected to communicate with staff in a professional and constructive manner.
- **Zero Tolerance:** Bullying, harassment, or aggressive communication (including via digital platforms or out of hours messaging) will not be tolerated and may result in the immediate termination of the student's membership.
- **Uniform:** Students are expected to wear Escape T-shirts/hoodies or all-black attire if that is not available.

* Footwear & Safety: Suitable footwear is mandatory (dance/jazz shoes or clean trainers). For safety reasons, Crocs, flip-flops, or sandals are not permitted.
- **Food & Nutrition:** No sweets or fizzy drinks are allowed. Extended rehearsals allow for packed food at designated times as communicated prior. Water or sealable soft drinks only.

5. Formal Complaints & Grievance Procedure

- **Standard Channel:** To maintain a clear and transparent record for all parties, all grievances or formal concerns are to be submitted via the official company email: contact@escape-ymtc.org
 - **Professional Platforms:** ESCAPE does not invite grievance discussions, staging appeals, or financial disputes via WhatsApp, social media, or FaceTime. These platforms are reserved for urgent logistics and general ensemble updates only.
 - **Resolution Process:** Where a matter cannot be resolved via email, the Directors will arrange a formal, scheduled meeting (in-person or via recorded video call) to ensure a professional and focused environment for resolution.
 - **Response Time:** We aim to acknowledge all formal emails within 3–5 working days during term time.
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