

## **COVID -19 - POLICY**

**MaCapella will, as far as practicable, plan for and make advance preparations for the possibility that its operations will be affected by an epidemic or pandemic.**

1.1.1 Assist its instructors, volunteers and others as relevant, to minimise their exposure to the illness concerned.

1.1.2 Encourage and assist those who have reason to believe that they are at risk of contracting the epidemic or pandemic to obtain a diagnosis.

1.1.3 Provide products for hand hygiene, regular cleaning of facilities and relevant signage or ensure that hired venues have provided all of the aforementioned.

1.1.4 Maintain its services and operations throughout the period of concern: face to face as allowed or online during lockdown or imposed restriction periods.

1.1.5 There will be NO REFUNDS of term fees for canceled classes/rehearsals/performances due to pandemic related lockdowns or imposed restrictions.

**It is mandatory that MaCapella members and visitors must comply with the following requirements throughout and for the duration of the Pandemic or Epidemic:**

1.2.1 Scan the QR code of the venue/s you attend or manually enter your details for contact tracing purposes (these will be provided by each venue).

1.2.2 On arrival at a venue and regularly as required: thoroughly clean your hands with an alcohol-based hand rub or wash them for at least 20 seconds with soap and water.

1.2.3 Maintain at least 1.5 metre distance between yourself and anyone else when not singing and 2m if you are engaged in singing.

1.2.4 Avoid touching your eyes, nose and mouth, or shaking hands with others. NO HUGGING, KISSES or HANDSHAKES as a method of greeting.

1.2.5 Make sure you follow good hygiene and encourage others to do the same. This means covering your mouth and nose with your bent elbow or tissue if you cough or sneeze, disposing of used tissues immediately and washing hands with soap and water for at least 20 seconds immediately after doing so.

1.2.6 STAY HOME if you feel unwell. If you are well enough to sing but must stay home to protect others from your symptoms, please make contact with your presenter via WhatsApp to access online services.

1.2.7 Keep up to date on the latest hotspots (cities or local areas where the pandemic or epidemic is spreading widely). If possible, avoid traveling to places - especially if you are more at risk.

1.2.8 If an individual has been exposed to coronavirus (or close contact) and the individual has then attended a class/rehearsal/performance, please notify Tara Flinn as soon as possible.

1.2.9. If an individual is being tested for COVID-19 they must immediately self-isolate and discontinue practice/rehearsal/classes/performances until COVID-19 has been excluded and symptoms completely cleared.

1.2.10. Any individual with respiratory symptoms (even if mild) should be considered a potential case and must immediately self-isolate, have COVID-19 excluded and be free of symptoms before returning to classes/rehearsals/performances.

1.2.11. Members are not to share food, drinks or belongings and all items are to be clearly named.

1.2.12. Individuals must comply with current and up to date government rules regarding mask carrying/wearing.

## **GENERAL POLICIES AND PROCEDURES 2021:**

- SAFE singing practises must be followed at all times including:
  1. stretching and vocal warm ups
  2. singing in a range that is comfortable for your voice (see instructor if help needed)
  3. staying adequately hydrated
  4. Notify your instructor immediately if you experience any discomfort
- MEMBERS must bring their own labelled water bottle to class/rehearsal/performances.
- FEES must be paid (or an arrangement for payment made) by the due date on your invoice OR before term commences. If you have not received an invoice by the commencement of term please contact Tara Flinn.
- MAKE sure you (or your child) are committed to attending classes/rehearsals/performances and being a part of the MaCapella community.
- PROVIDE adequate notice of your inability to attend so the instructor can make required adjustments as necessary.
- PLEASE bring your own toys, food, water and anything else required for your child/ren.
- YOU must provide adequate supervision for your children AT ALL TIMES when they are in attendance, their safety and wellbeing are solely your responsibility (children attending KIDS choir excluded).

- ALL children attending KIDS choir must wait in the foyer until collected by parents. No child is to be left unattended prior to the commencement of class.
- ALLERGIES or medical conditions must be reported to the instructor upon enrolment so a safety plan can be initiated for your group/session. Adequate and discretionary information will be provided to your group as necessary.
- DO NOT touch any furnishings, blinds, dividers or property of the venue you are in unless instructed to do so and treat the building with respect.
- SWEARING, unsportsmanlike conduct or gossip will not be tolerated. Members will not speak negatively about one another or the instructors.
- RESPECT each-others personal space; members who get in other members faces or personal space will be asked to sit out of the class or if continued other action will be taken.
- NO student or parent is permitted to record or take photographs of any of our members or their children without permission from the instructor.
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- STAY updated: Facebook @macapellasingers, Instagram @MaCapella Singers - Website @ [www.macapella.com](http://www.macapella.com)
- CHECK your emails regularly for updates & information.
- MEMBERS are encouraged to practice at home and prepare for sessions where possible via rehearsal tracks provided here - <https://www.macapella.com/log-in> please contact Tara Flinn if you have any access issues.
- PERFORMERS who have committed to attending a gig must attend extra rehearsal/s as required (fees in schedule) and provide as much notice as possible if circumstances change and they are no longer able to attend either rehearsal or performance.
- Discrediting MaCapella or casting a negative image of the brand is not acceptable.
- Embrace the MaCapella family rules and HAVE A GREAT TIME!

### **PHOTOS & VIDEOS:**

Every now and then we like to post some photos of our classes, performances, and general "MaCapella fun times." These photos/videos are used for advertising, Facebook, Instagram and YouTube.

Please let us know if you DO NOT grant permission for your child/self to be photographed or filmed.

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## **ENROLMENT AND CANCELATION POLICY:**

- To enrol with MaCapella you must read & agree to our policies and procedures. A registration form must then be filled in at [www.macapella.com/contact](http://www.macapella.com/contact)
- Enrolment continues from time of enrolment (payment of annual enrolment fee) for the full calendar year. You do not need to re enrol each term. If you wish to cancel your enrolment you must do so in writing. Members who do not return to classes in a subsequent term & have not advised MaCapella prior to the end of the previous term will be required to pay the full term fees. NO REFUNDS.
- The instructor must be contacted within 24 hours if a member will be absent for any reason.
- Enrolment information & changes must be updated via email or text message. This includes any medical issues or allergies.
- Session cancellations are sometimes necessary. If a cancellation occurs and a make up session is not available, a credit note for the following term or refund will be offered for the pro-rata cost of the session. We will use our best endeavours to accommodate the needs of members but cannot guarantee the rescheduled time will suit all.
- NO Refunds for cancelled classes due to COVID-19.

## **FEES POLICY:**

- ALL term fees must be paid in full prior to classes commencing or by the due date on your invoice. NO Casual fees.
- IF there is an early bird discount offered on your invoice, no refunds will be provided if you pay the full invoice amount without deducting the 5% discount.
- WHEN you refer a friend or family member who enrolls as a member of MaCapella, you will be eligible for a 10% discount (per referral) off your term fees. This will be applicable to the invoice which is issued AFTER your referral has paid their first invoice.
- CONCESSION is available to those who hold a current health care card and the number must be provided upon request. If you become ineligible for concession you must notify us as soon as possible.
- PAYMENTS can be made by Electronic Transfer, within a Bendigo Bank Branch or via cash (Please quote invoice number). Bank details can be found at the bottom of your invoice.

- MEMBERS will not be able to attend if payments are overdue by 2 weeks and no contact has been made to arrange payment.
- IF you would like to request a payment plan, please email Tara - info@macapella.com or call 0418 718 471
- THERE are NO refunds for missed classes. If a member is unable to attend a session due to illness or injury an online platform will be provided where appropriate or credit note will be offered for the following term.
- MaCapella reserves the right to increase fees at any time as deemed necessary and will provide written notification of fee increases at least ONE calendar month prior to the change, via their website and by social communication platforms i.e. Facebook, WhatsApp etc.

### **FEE SCHEDULE 2021:**

MACAPELLA SINGERS: (unlimited 1hr weekly sessions)

- \$170 term pass

MACAPELLA KIDS CHOIR: (30min weekly sessions)

- \$150 term pass

ANNUAL FEE: (covers insurance, licences, administration etc and is non refundable)

- \$20.00 per year (charged upon enrolment and then annually in the first term).

REHEARSAL FEE: (charged for all extra rehearsals required, does NOT include pre-gig warm up and run through)

- \$10 per rehearsal

\* A 5% early bird discount may be available each term

\* A 10% discount applies for each successful referral (conditions apply, see above)

\* Concession is available to valid HCC holders for term fees only, please provide your number at registration or contact Tara at info@macapella.com

## **PRIVACY POLICY:**

- Tara Flinn T/A MaCapella (incorporating MaCapella Singers and MaCapella KIDS choir)

A: 30 Urquhart Street, Castlemaine 3450

E: [info@macapella.com](mailto:info@macapella.com)

M: 0418 718 471

- We collect contact information including address, email and phone numbers including emergency contact details. We collect personal information including medical conditions and allergies.
- We collect your personal information as provided by you, via our website registration form and may collect it from social media advertising campaigns such as Facebook and Instagram or by manual form. The information is stored on the customer management database provided by our website host [wix.com](http://wix.com). Contact and emergency contact details are also stored on the mobile phones of instructors.
- We need to collect personal information for the following reasons: to respond to a request for information, to provide enrolment, to provide duty of care in case of emergency, to provide information and to market our services.
- We will use your information primarily to communicate with you regarding MaCapella member related business, to send newsletters or email campaigns or to provide duty of care.
- You can access your personal information or ask for a correction by contacting Tara Flinn on the details provided above.
- If you feel like your information has been mishandled then please contact Tara as above and your complaint will be investigated and handled in accordance with Australian privacy law.
- Your information will not be disclosed to third parties nor to any countries overseas.