



2024

STUDIO HANDBOOK



The Grove Studios
Dance & Theatre Education

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WELCOME MESSAGE



Jacqueline Hadlow Moore

Principal

I am thrilled to have the opportunity to lead this wonderful community of dancers, singers, and creatives. The Grove Studios has a rich history of fostering talent and creativity, and my goal is to continue that legacy and to help take it to new heights.

I have a deep passion for the arts and a strong background in dance and theatre education and business, and I am excited to bring my skills and experience to this role. I believe in the power of dance and theatre to bring people together, inspire, and create positive change in the world.

I am committed to providing a supportive and nurturing environment for all our students and clients and creating opportunities for growth and collaboration. I look forward to getting to know all of you and working together to create something extraordinary here at The Grove Studios.

Thank you for entrusting me with this responsibility, and I can't wait to see where this journey takes us. Let's make some magic together!





ABOUT ROBYN ACADEMY

Our experienced and professional instructors are passionate about nurturing talent and inspiring our students to reach their full potential. Whether our students want to pursue a career in the performing arts or enjoy dancing and acting as a hobby, we aim to provide a fun and fulfilling experience for all.

At Robyn Academy, we pride ourselves on creating a welcoming and inclusive atmosphere where students of all ages and abilities can thrive. The arts can unite people, boost self-confidence, and encourage creativity and self-expression.

Join us at the Robyn Academy and discover the joy of performing arts. Whether you're a beginner or have years of experience, our programmes offer something for everyone. Come and be a part of our vibrant and supportive community – we can't wait to welcome you!

Our focus on individual progress and development sets us apart from other theatre schools. We believe in nurturing each student's unique talents and abilities, helping them to reach their full potential. Our small and intimate classes allow for personalised attention and guidance from experienced teachers.

At the Robyn Academy, we also offer opportunities for students to participate in performances, competitions, and Ofqual-accredited examinations. These events provide a platform for students to showcase their skills, gain confidence, and receive feedback from industry professionals.

We are proud to be a Dang Syllabus Flagship school, and Trinity College registered Centre.

Above all, we strive to create a positive and supportive atmosphere where students can grow and thrive. We believe that dance is not just about learning steps but about building self-esteem, discipline, and a lifelong love for the arts.

The Robyn Academy is an All England Dance Competition Regional finalist school. We have exceptional success with Higher Education placements, with students gaining places at some of the top institutions in the country, including Bird, Mountview, Urdang, Laine Theatre Arts, Wilkes, Performers, Itali Conti, Arts Ed, London Studio Centre, Tring Park and many more.

So whether you're a beginner or a seasoned performer, join us at the Robyn Academy and let us help you unleash your full potential!



ABOUT TABOO DANCE COMPANY

Kirstin Wheeler runs Taboo Dance Company. Kirsten trained professionally for three years at Bird College and before that with Len Goodman & Liz Burville. When leaving college, Kirsten worked with Carnival and Princes Cruise lines and danced on numerous TV shows, including Top Of The Pops, CDUK, Pepsi Chart Show, This Morning and TVAM. She has performed in commercials for Bernard Mathews, Halifax and Sky TV. She performed in numerous Stage Shows and corporate events as a member of the London Theatre of Ballroom. Other work includes the London and Birmingham Motor Shows, Party in the Park and the Thursford Spectacular. After touring Europe with the Pop Group "Sash", Kirsten decided to go into teaching and formed her own Dance Company - Taboo!

In 2014, Kirsten was awarded the prestigious Carl Alan Street Dance Award.

Taboo Dance Company have gone on to represent England at "Dance Excellence" in Hollywood, America, where they were awarded the highest level of achievement. Taboo were semi-finalists in "Britain's Got Talent" in 2010 and "Got To Dance" in 2009. Taboo were featured cast members in "Stage School" on E4 both in 2017 and 2018. Taboo are IDO HipHop World and European Champions.

THE GROVE STUDIOS GOALS

Our mission at The Grove Studios is to provide a comprehensive and enriching performing arts education program that empowers students to develop their creativity, discipline, and self-expression. Our dedicated faculty is committed to offering innovative and engaging dance, drama, and musical theatre classes, creating a supportive and nurturing environment for students of all ages and abilities to explore their passion for the performing arts. We aim to inspire and cultivate the next generation of talented and confident artists through high-quality training, performance opportunities, and community engagement.



The Grove Studios values honesty, integrity, and transparency in all interactions. We believe in open communication and accountability in everything we do. Our goal is to create a safe and inclusive environment where everyone feels respected and valued. We also value continuous improvement and innovation. We are committed to staying up-to-date with the latest trends and advancements in our industry to provide the best possible services to our clients.

Additionally, we value teamwork and collaboration. We believe in the power of working together towards a common goal and encourage a supportive and cooperative work environment.

Overall, The Grove Studios is committed to upholding these values in everything we do, and we strive to provide an exceptional experience for our clients and the community.

MEET THE TEAM



Jacqueline Hadlow Moore

Principal The Grove Studios & Robyn Academy

Jacqueline trained at the Urdany Academy and holds Fellowship qualifications with the IDTA and ISTD, RAD Registered teacher status, DTLLS from Trinity College London, and the ISTD Certificate in Dance Education. Jacqueline is an AED adjudicator and Principal examiner for the Dang Syllabus Musical Theatre.



Kirstin Wheeler

Taboo Company Director & Studio Teacher

Kirsten trained professionally for three years at Bird College. After graduating college, Kirsten worked with Carnival and Princes Cruise lines and danced on numerous TV shows, including Top Of The Pops, CDUK, Pepsi Chart Show, This Morning and TVAM.

In 2014, Kirsten was awarded the prestigious Carl Alan Street Dance Award.



Charlotte Rose Moore

Robyn Academy Teacher & Competition Manager

Charlotte is an original Robyn Academy student, professional singer, and dancer. Charlotte graduated from Bird College with a First Class Honours Degree in Professional Dance and Musical Theatre. She has an Associate Diploma from Trinity College London and the Dang Level 4 teaching Diploma.



Sophie Hyde

Robyn Academy Singing Teacher

Sophie studied music at The London College of Music, where she gained her professional qualifications in LLCM and ALCM before completing her post-graduate course in Opera Studies at Trinity College of Music.



Evie Milner

Robyn Academy Dance Teacher

Evie is also a previous Robyn Academy student, model and professional dancer. Evie graduated from Bird College with a Level 6 Diploma in Professional Dance & Musical Theatre. Evie holds the Dang Level 4 Teaching Diploma.

THE GROVE STUDIOS REGISTRATION

Grove Studios has invested in a new online booking portal; to use it, you must register via our website, **www.grovestudiosgravesend.com**, and create an admin account. Please remember that all payments must be made through the online booking portal. We do not accept cash at the studio. By registering and booking through our online portal, you agree to follow our terms and conditions on our website. If you have any questions or concerns, please don't hesitate to contact us.

Our online registration helps ensure the safety and well-being of all individuals using our facilities. Our terms and conditions cover appropriate behaviour, respect for others, and the use of our equipment and facilities. We expect all students and clients to adhere to these rules and regulations to maintain a positive and productive environment for everyone. If a student or client is found to violate our terms and conditions, they will be given a warning and asked to rectify their behaviour. If the behaviour continues or is deemed serious enough, they may be asked to leave The Grove Studios permanently.

We take the safety and well-being of our community very seriously, and we will not tolerate any behaviour that puts others at risk or creates a hostile environment. Thank you for your understanding and cooperation in helping us maintain a safe and inclusive space for all. Thank you for choosing Grove Studios for your dance and theatre education, and we look forward to seeing you on the dance floor!



TERMS & CONDITIONS

This is part of your agreement to join The Grove Studios. Membership is open to all, subject to the following conditions:

- The Grove Studios accepts no responsibility for loss or damage of personal belongings while on the premises.
- The Grove Studios accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- The Grove Studio Staff must be notified of any changes to the information provided on the Booking Portal.

Staff/teachers:

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced, and DBS-checked. Volunteer class assistants and trainees on placements are also DBS-checked.

Supervision while on site:

Students must ensure they always get full permission from staff before leaving class. The teachers will supervise for the duration of the class only.

Behaviour:

Racist, sexist and other offensive language and behaviour is not tolerated, and we reserve the right to terminate membership without notice, the final decision being undertaken by the principal. The behaviour of staff, parents, and students must always follow our code of conduct.

Please note that pets are not allowed on the premises for Health and Safety reasons.

Shows:

Parents/carers will occasionally be invited to watch class/performance. Parents/carers are not permitted to watch otherwise. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in during the first ten minutes of one class at the Site Manager's discretion).

Food:

Chewing gum, fizzy drinks, and hot food are strictly forbidden on the premises unless prior permission has been granted.

Uniform:

This is basic but essential and gives the students a sense of belonging, a sense of ritual and a sense of dressing for something important – their class. Appropriate clothing is necessary for health and safety and child protection:

Students must not wear their school uniform to any class. The Grove Studios is not a school and wearing the correct dance/fitness clothing gives a sense of belonging and allows all to feel equal, healthy, and safe.

·All t-shirts, shoes, and bags must be clearly labelled. Lost property is donated to charity at the end of every term.

- ·Strictly no jewellery – no earrings (earrings are very unsafe during physical activity).
- ·Hair must be tied back from the face for all classes.
- SECOND-HAND SHOES and CLOTHING for sale: There is often a good selection of second-hand clothing and shoes that can be bought at a greatly reduced rate.
- DONATIONS OF DANCE CLOTHING: We welcome donations of dancewear that are in good condition and can be re-sold at a small price or lent to students.



TERMS & CONDITIONS

Attendance:

Children must arrive and be collected promptly. Children must arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Latecomers must wait outside until an appropriate time to join the class. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

The Grove Studios will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

Illness/Injury:

Parents are not to allow their child to attend The Grove Studios if the student is feeling unwell or has a known injury that would prevent the student from fully participating.

This includes presenting any contagious illness, including (but not limited to) Chicken Pox, Head Lice, Common Cold, Flu and, as of March 2020, symptoms of COVID-19.

Child Collection:

The Grove Studios TEACHER POLICY AND PROCEDURE FOR YOUR INFORMATION

Teachers must ensure that each child has left a session with an adult or older child (agreed in advance with the parent). The parent/guardian is responsible for ensuring the child is collected punctually at the end of the class or session. Should a parent/guardian not turn up to collect a child on time – this is the procedure to follow:

- Inform The Teacher who will contact the parent/guardian.
- If the child cannot call the parent/guardian, contact the parent/guardian directly to arrange collection.
- If the parent/carer is not reachable and you must leave, the emergency procedure is as follows:
- Leave a message with the parent and contact the entire The Grove Studios Management Team with all the information. Wait until another team member arrives.

If the parent/guardian is unreachable and no adult is available, you must take the child to the nearest police station. Inform the police of all contact details for the parent/guardian and notify the entire Grove Studios Management Team as above. Leave a message for the parent/guardian to say where the child will be.

Booking:

The Grove Studios does not provide pay-on-the-day classes for children and young people. All classes must be booked in advance via our online portal. This includes all paid weekly and termly classes. New students may join courses during the term subject to the availability and authorisation of the Grove Studios management team. If there are no spaces on a requested course when booking, then the Grove will aim to provide an alternative option where possible.

Waiting List:

Members on the waiting list will be contacted in order of the list. If members are unavailable, no message will be left. The next member will be contacted, and the first to make contact will receive the place.

TERMS & CONDITIONS

Priority Booking:

A priority booking period for current students will occur for two weeks before general booking opens. Those wishing to continue should register during the priority booking period to secure their places in the next term's courses. If any current students have not registered during this time, one attempt to make contact will be made to determine whether the student is continuing before offering the place to someone else.

Placement Priority on Courses:

- Current Students continuing the same course
- Current students changing courses and additional courses
- Siblings of current students
- Waiting lists of new students

Payments

Full payment must be received in advance to confirm a place. All Taboo classes are paid weekly, so please ensure the booking and class payment are received before the class begins. All payments are made via our online booking system. Registration should be set up beforehand so your account details are readily available during check-out. The teacher will have access to a class booking schedule, allowing her to monitor the availability of places. Once a maximum capacity has been reached, you will be placed on a waiting list. Classes can be booked in bulk and paid for in advance via the online portal.

Courses and termly Robyn Academy classes may be paid in 4 instalments, and you must be registered in advance for all current students. If payment for registered places is not received on time and the office hasn't been contacted, then the place will be offered to another student using the abovementioned priority.

Non-payment

Please pay before term starts to ensure a place on your chosen course is available. If a place is not available due to non-payment, The Grove Studios will make every attempt to offer an alternative course or arrangement. If this is not possible, your name will be added to the waiting list.

If payment is outstanding, The Grove Studios reserves the right to withhold services. Every attempt will be made not to discuss monies owed with children, although in extreme circumstances (especially when children arrive without supervision), children may be turned away.

The Grove Studios may share data with debt collection agencies to recoup monies owed.

Cancellation

If a termly booking is cancelled, a minimum of one term's notice should be given. Customers must pay the fees for this last term.

Some courses may be cancelled due to circumstances beyond The Grove Studios' control. The administration team will endeavour to contact paid customers and either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

Grove Studios reserves the right to cancel a course if there are fewer than seven participants. The above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.

If a single class does not occur due to circumstances beyond our control, Grove Studios will view this class as postponed and reschedule.

Refunds

Grove Studios cannot offer a refund if you do not attend courses. However, a full refund will be given if the chosen workshop date/course is fully booked upon receipt of payment.

Holiday courses are non-refundable.





**The Grove Studios**
Dance & Theatre Education

LET'S WORK **TOGETHER**



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