



# Ledger Dance Studios

## Customer Health and Safety Policy

### **Purpose of Policy**

Ledger Dance Studios takes health and safety issues seriously and is committed to protecting the health and safety of its customers and all those affected by its business activities and attending its premises. This policy clarifies customer responsibilities regarding health and safety matters. This policy may be amended at any time by Ledger Dance Studios at its absolute discretion and will be reviewed at least annually.

### **Responsibilities of Customers**

#### **General Customer Responsibilities**

Customers must:

- Follow all health and safety instructions given by staff or displayed on signs.
- Report any potential health and safety risks or incidents to a member of staff immediately.
- Comply with emergency procedures, including evacuations, and follow the instructions of staff and emergency personnel.
- Use equipment and facilities as intended and not interfere with or misuse anything provided for health and safety.
- Ensure that their activities do not pose a risk to themselves or others.

#### **Customer Responsibilities: Relating to Physical Activity and Equipment**

Customers must:

- Understand the physical risks that come with performing arts, acrobatics, and aerial training. Students take classes at their own risk.
- Recognise that Ledger Dance Studios is not liable for injuries that can occur as part of training or use of equipment.

#### **Customer Responsibilities: Understanding First Aid Administration**

Customers must:

- Acknowledge that first aid will be administered to students when deemed necessary.
- Understand that accidents and injuries will be recorded in the accident book and a copy given to the parent/carer upon collection.
- Accept that in case of an emergency, and if the parent/guardian is absent, teachers will act as loco parentis where necessary.

### **Customer Responsibilities: Fire Evacuation**

If the fire alarm sounds or a fire is discovered, customers must:

- Evacuate immediately using the nearest available fire exit.
- Not stop to pick up any personal possessions. Do not stop to shut windows, but the last one out of a room should ensure that the door is firmly closed.
- Follow staff to the fire assembly point at the top of the drive (out of the main conservatory doors or out of the main front door of the building).
- Be vigilant and focused as staff undertake a roll-call.

### **Risk Assessments**

Ledger Dance Studios will assess risks in the workplace and consider measures to minimise them. General workplace risk assessments will be carried out when required or reasonably requested by staff and reviewed at least annually and whenever there are significant changes to the work environment or processes.

### **Communication of Changes**

Changes to the health and safety policy will be communicated to all customers through email and posted notices. Customers are responsible for keeping up-to-date with any changes and complying with the updated policy.

### **Non-compliance with Health and Safety Rules**

Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and may result in disciplinary action.