

## FAQs

### **My child is a 'new student' at WOAPA and may be a little nervous. Am I able to come in to settle them in to their class?**

WOAPA has always had an open door policy, where we welcome perspective students and their parents, give them a tour of the school and the opportunity to have a taster session. However, just for the moment, we have to temporarily suspend this policy in accordance with government guidance. As each bubble has its set number of students and staff, unfortunately we are not in a position to welcome you into the building.

Our WOAPA staff is made up of a team of very experienced tutors and assistants with a wealth of strategies to ease the nerves and encourage participation. It's very rare to have a new student not leave a WOAPA session full of energy and enthusiasm and asking to come back the following week!

### **Is my child still able to bring a drink and a snack?**

We would like to reassure students in our Main School (ages 7-16yrs) that they are welcome to bring a bottle of water (which must be taken home or if appropriate binned at the end of a session) and a small snack. Please ensure that this is adhered to, as students should have had a meal before coming to their classes and do not need a large amount of food in a lunch box. WOAPA cannot keep water bottles that have been left behind as it used to. WOAPA is unable to offer any students a drink due to government guidance on general hygiene. If your child is thirsty, we will contact you to request that you bring them a drink.

Our Young Performer students (4 – 6yrs) are also welcome to bring a bottle of water to their session. As it is a shorter session time, a snack is not required.

### **How do I order WOAPA uniform?**

At present, government guidance advises that we should avoid displaying our uniform. As an alternative, please see the separate link on 'How to order uniform' directly from the website.

Please note that we are also currently advised that we are unable to use props or costumes at WOAPA.

### **What happens if I'm late for drop off?**

You have a 10 minute window for your child to arrive. If for some reason you are late, please remain at the designated meeting place and call the WOAPA mobile on **07943 353032** in order to arrange for a member of staff to come to meet your child as soon as possible. We do however ask that you make every effort to drop off on time.

### **Is it safe for my child to go to the toilet at WOAPA?**

WOAPA will follow strict guidelines on access to toilets – one set per bubble.

These will be cleaned between school sessions and touch points regularly cleaned throughout each session.

WOAPA assistants will be on hand for our younger students to support and regulate student's access to toilet facilities, encouraging the washing of hands with hand soap and the use of hand sanitiser when leaving **and** joining the classroom.

Please inform Brian or Louise by email if there are any specific toileting concerns that require our attention in order to support your child while they are with us for their class.

Please ensure that Young Performer students avoid excess drinking before arriving for class and that they have been to the toilet before leaving home.

### **What happens if my child was due to move up in their WOAPA class?**

We are being encouraged to set our classes at the start of term, which we are advised to adhere to, if possible, to avoid too many children mixing in different groups.

However, if there is a specific reason why parents feel their child *should* move up to the next class, we are happy to discuss this with you on an individual basis. We may also suggest some of you move up immediately.

As we are only allowed 15 children per class bubble, there is a bit of juggling around to do.

Those students who have missed or are waiting for their Graduation event, we will endeavour to organise this when it is possible. For the time being, we may only be able to arrange an individual photo or something similar.

### **How do I make a fees payment?**

We currently have two payment options:

1. Full Payment - by BACS (bank transfer),
2. Three Instalments - by BACS (bank transfer) you will be informed of the three dates for payment, on your invoice.

Please note that fees are due on or before the first date of the term.

**\*\* At this current time, due to Covid-19 restrictions,  
we are unable to receive cash or cheque payments**

**\*\* Late payment of fees will incur an additional 10% surcharge \*\***

### **What are WOAPA's term dates 2020/2021?**

Please remember to check out our website [www.woapa.co.uk](http://www.woapa.co.uk) and the 'Dates, times and prices' tab which is full of information to support your enquiries.

Please also remember that you can log-in to our online portal, which can be accessed via our, website to see details of invoices, payments and more.

### **What else do I need to know?**

Please be aware that WOAPA has updated its Terms and Conditions.

Please use the separate link '*Terms and Conditions*', to access these.

WOAPA has also undertaken a full Risk Assessment to ensure that it complies with current government guidance. This is available on request.