

# OFFICIAL WELCOME & TERM 1 UPDATES!

FEBRUARY 2024

**WOW, what an incredible and busy start to 2024 we are having! We are thrilled to see so many new and familiar faces back in the studio this year, and would like to take this opportunity to extend an official WELCOME and welcome back to all of our wonderful families! With so many exciting changes and additions happening around the studio at the moment, please be sure to make note of the following term 1 updates, events and notices.**

## UNIFORM ORDER UPDATE

We'd just like to extend a big thank you to all families for your patience as we await the arrival of our new uniform order. After a slight delay at the printer, we are happy to inform you that our uniforms are now printed & being shipped to us tomorrow. We always strive to have high volumes of stock available at the studio, however we've sold out very quickly this year due to so many new families joining us! Please be aware that we will contact all families awaiting uniform orders as soon as we receive our stock, so that we can get these to you ASAP. Thank you again for your understanding and we can't wait to see you all rocking your new uniforms very soon!

## PERFORMANCE TEAM CONTRACTS

Please understand that our 2024 Performance Team Contracts will be handed out to all performance/mega crew students this week (Week 3). This contract will outline all expectations & guidelines for our performance team students, information regarding our annual performance team fee, as well as a list of which performance routines & costumes are being kept from 2023. Additionally, the contract will also include a calendar of upcoming events and competition dates throughout the year. Thank you so much for your patience while we worked to integrate new members in our performance teams and finalise this contract... we have a feeling that this is going to be the BEST year yet for our teams and crews!

## GO CARDLESS UPDATE

We'd just like to update all families in regards to our direct debit service provider Go Cardless. Usually, Go Cardless adds a minor surcharge (2%) to all customer's weekly fees to cover

processing/bank fees, as outlined in our 2024 Prospectus. In Week 1 & 2, this fee was mistakenly not charged to our families by Go Cardless & instead absorbed by us. Please understand that we would like to be as transparent as possible and let you know that you will see a minor increase in your weekly fees as Go Cardless amends this. The correction process involves a 2% fee to be added to all family's Term 1 invoices with your current payment plan being made **inactive** & a brand new payment plan being assigned to pay for your fees from Week 3. In addition, it has come to our attention that while we selected Thursdays as the payment day for all families this year, Go Cardless processes all fees on a Thursday but deducts fees from all customer accounts 1-2 days following this. Therefore, please understand that all weekly payments from now on will be debited on **Friday-Mondays**, depending on your bank. We apologise for any inconvenience caused and thank you for your understanding as we navigate this new direct debit provider!

## YDA P&C FACEBOOK PAGE

We are very excited to announce the launch of our brand new YDA P&C Facebook page, designed to centre around our wonderful families and community members who help make running our studio possible! The group will be your go-to spot for getting involved in fundraising events, advertising your family-owned business services and organising group catch ups. To join the group, please click <https://www.facebook.com/groups/359431486876245>.

## CONGRATULATIONS TO OUR SOLO STUDENTS!

We'd like to give a big shout out and 'congratulations' to our amazing solo students who competed at Fierce Talent Competition over the weekend! We are so proud of each and every one of you for showing off your talent, hard work and dedication and can't wait to see what the rest of the year brings!

## CARPARKING REMINDER

Just a friendly reminder that customers are not permitted to park in any area of the carpark or YDA staff parking spots. We ask that you please drive into the complex using the left side driveway, pull up to our front door to let your dancer out of the car where you can watch them enter our building safely, and then exit the complex via the right side driveway to ensure a smooth traffic system. Alternatively, parents of students of all ages are more than welcome to park on the street and walk their dancer to the door. Thank you so much for your cooperation with this matter!

## CLASS CAPACITIES

We have been blown away by our class sizes since returning back and how quickly these are continuing to grow week-to-week. We would like all of our families to know that we are working very hard behind the scenes to explore all of our options and find the best solution possible moving forward to ensure we continue to provide safe, quality classes that maximise our students' learning experience, as this is our top priority,

We can't thank you all enough for your patience and understanding as we resolve this and look forward to sharing some exciting changes and announcements with you all very soon!

**As always, if you have any questions at all please never hesitate to reach out, we're always happy to help!**

**KIND REGARDS,  
YOUR YOUNIQUE TEAM**