

Coronavirus Statement

Simon Says Dance Ltd / SSDHQ Studios



Tuesday 17th March 2020

Dear Parents/Guardians,

SUSPENSION OF ALL ACTIVITIES UNTIL FURTHER NOTICE

Yesterday the Scottish Government released updated advice regarding the COVID-19 scenario as it stands. The crucial detail released which specifically relates to mass gatherings and restricted social contact leaves us no other choice than to follow the advice in order to safeguard staff/teachers, our students and their families. The below applies with immediate effect from 17th March 2020:

- **All classes cancelled until further notice - pending new ideas - see page 2**
- **SSD Show 'Serendipity' cancelled - pending reschedule - see page 3**
- **SSD Birthday Parties are cancelled until further notice - see page 4**
- **SSDHQ Studio Hires are cancelled until further notice - see page 5**

We're so sorry for any inconvenience caused as a result of this decision. As a business, we have a duty of care towards both staff and customers and their health and safety is of paramount importance to us.

There's no avoiding the fact that we all face tough times ahead. Simon Says Dance is a small family-run business and at present we're not entirely sure how this will affect us in the long run. We intend to keep SSD afloat by continuing to offer our classes via alternate methods, which will hopefully allow our wonderfully dedicated teachers to continue working and delivering much-needed smiles to our students during these unprecedented circumstances.

See further detail in the pages below, which you will hopefully find helpful.

Your support as students and parents moving forward is really important to ensure Simon Says Dance can brave the storm and come out fighting at the other side. Keep well and we'll hopefully see you again (in person!) very soon - keep an eye on our website and your emails for any future updates as they happen.

Simon & Craig

Simon Says Dance Ltd
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NHS Website: www.nhs.uk/conditions/coronavirus-covid-19

Tuesday 17th March 2020

SSD Weekly Classes - Our plan

| Plan | Scenario | Outcome |
|------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | CLASSES CANCELLED CURRENT STATUS | We look to replace our classes at our usual venues with ONLINE class sessions instead, until further notice. It may not be possible for all classes but we are in early stages of planning for this scenario and working hard behind the scenes. We aim to share further detail on this ASAP. This plan would allow students to continue to receive classes/tuition, whilst also keeping kids occupied, fit and healthy if there are school closures and/or isolation periods at home. This should also assist in mitigating any 'cabin fever' scenarios - and parents can get involved too! |

Weekly Classes FAQs as at 17th March 2020

Please find below a list of FAQs that should answer any queries you may have. We will provide further/updated information as and when necessary.

What will happen to classes for the remainder of this term?

All classes are cancelled from 17th March 2020 until further notice - please do not attend classes or venues, as they will not be running. We are currently planning to facilitate online classes to our students. This is in the early stages of planning and there may be a slight delay in getting these to you given the circumstances but we will ensure you receive the number of online classes equal to the remaining classes you're due for this current term, in the coming few weeks.

What will happen for the new term starting after the Easter Break?

At the moment we are taking each day as it comes and sadly no two days are the same. That being said, we are continuing to plan our new term for after Easter and hope that we can resume all classes from Tuesday 21st April 2020 onwards - whether it be resuming classes at our venues, or putting structured online classes in place, we will have a plan of action which will be determined by the circumstances at that point in time. We're hoping for the best but of course preparing for the worst and will communicate regarding the new term in due course.

How can I support Simon Says Dance classes moving forward?

You can support us by continuing to engage in our alternate offerings and also by booking into the new term when it comes around. We have lots of plans in progress to continue to offer our services in new ways, in the hope that we can keep our teachers and staff working where we can. This is an extremely delicate time for our staff and teachers, so we fully appreciate your ongoing support.

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SSD Show 'Serendipity' - Potential Plans

| Plan | Scenario | Outcome |
|----------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | DRESS REHEARSAL AND SHOW DAYS ARE RESCHEDULED CURRENT STATUS | We are currently exploring the possibility of rescheduling the whole Serendipity Show. This is at the early stages of planning, and given the level of uncertainty regarding COVID-19, it may be some amount of weeks or even a few months before rescheduled dates are confirmed - subject to availability of the Brunton Theatre. This plan allows us to continue as normal and simply transfer any tickets over to any newly arranged dates. |
| B | ALL EVENTS CANCELLED WORST CASE | If we cannot proceed with Plan A, all planned events would sadly have to be cancelled. We are in a position where show t-shirts and costumes have already been purchased so to fulfil the participation fee you have already paid, we would look to film the performances for producing a show DVD at a later date when things blow over (venue and date TBC). |

Serendipity FAQs as at 17th March 2020

Please find below a list of FAQs that should answer any queries you may have. We will provide further/updated information as and when necessary.

What should I do right now?

The Dress Rehearsal (21st) and Show Days (28th, 29th March) are now cancelled - pending reschedule as per Plan A above. Keep your show tickets for the moment until further notice.

Will we get our show tickets to watch refunded IF shows are cancelled?

Yes, IF Plan B has to be enforced the Brunton Theatre will offer refunds for tickets purchased to watch the show. If the show is rescheduled, your ticket(s) will be carried over to the new date(s). Further detail is subject to circumstances at the time and dependent on the Contingency Plan we need to enforce, so please await further information whilst we determine the best course of action.

Will the show participation fee be refunded?

The show participation fee covers the show T-Shirts, DVD and Costumes. We have already purchased these items given the close proximity of the show so we would therefore not be in position to refund this. We will of course ensure you see the benefit of the participation fee you've paid, by producing a DVD at some point in the future (in full costume!)

What if my child cannot make a rescheduled show or filmed performance, will we get refunded?

As per the Brunton's advice, you would receive a refund on your original ticket to watch, but we would not be able to refund the show participation fee(s), as per the above information.

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SSD Birthday Parties

| Plan | Scenario | Outcome |
|------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | SSD PARTIES CANCELLED UNTIL FURTHER NOTICE CURRENT STATUS | As a precaution and to allow appropriate planning for parents, any parties that are booked ON or BEFORE 20th April 2020 have been cancelled for health and safety reasons. This date might change depending on the circumstances as they unfold and cancellation periods may shorten/extend. Due to obvious reasons, it is unsuitable to reschedule birthday parties so we have contacted all bookers to advise of this current position. |

SSD Birthday Party FAQs as at 17th March 2020

Please find below a list of FAQs that should answer any queries you may have. We will provide further/updated information as and when necessary.

I have a birthday party booked with you BEFORE 20th April - what should I do?

All bookers should have received an email outlining our position and what we are offering. Please check your junk mail or contact us immediately at info@simonsaysdance.com.

I have a birthday party booked with you AFTER 20th April - what should I do?

For now we will keep all party bookings after this date in the diary, until further notice. We continue to monitor official advice on a daily basis but we would recommend all bookers make appropriate plans in the event of a potential cancellation, should circumstances force us to do this. Please contact us immediately at info@simonsaysdance.com if in doubt.

Can I reschedule a party?

Unfortunately, due to the high levels of uncertainty, we are not taking any new party bookings for the foreseeable. Similarly, we will not be rescheduling parties between March and May 2020 as there is no guarantee any rescheduled parties will actually be able to go ahead.

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SSDHQ Studios - Studio Hires

| Plan | Scenario | Outcome |
|------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | ALL HIRES CANCELLED UNTIL FURTHER NOTICE CURRENT STATUS | <p>As a precaution and to allow our hirers to plan appropriately, SSDHQ will be closed for an 'initial period' from 17th March to 20th April 2020 for health and safety reasons. This date might change depending on the circumstances as they unfold.</p> <p>This means any classes taking place by external hirers at SSDHQ will NOT be taking place from 17th March to 20th April 2020.</p> |

SSDHQ Studio Hire FAQs as at 17th March 2020

Please find below a list of FAQs that should answer any queries you may have. We will provide further/updated information as and when necessary.

I have a studio hire booked with you BEFORE 20th April - what should I do?

All bookers should have received an email outlining our position and what we are offering. Please check your junk mail or contact us immediately at info@simonsaysdance.com.

I have a studio hire booked with you AFTER 20th April - what should I do?

For now we will keep all studio hire bookings after this date in the diary, until further notice. We continue to monitor official advice on a daily basis but we would recommend all bookers make appropriate plans in the event of a potential cancellation, should circumstances force us to do this. Please contact us immediately at info@simonsaysdance.com if in doubt.

Can I reschedule a studio hire booking?

Unfortunately, due to the high levels of uncertainty, we are not taking any new studio hire bookings for the foreseeable. Similarly, we will not be rescheduling any hires between March and May 2020 as there is no guarantee any rescheduled hires will actually be able to go ahead.

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