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1. General information

Dress Code. As a commitment to student safety, along with establishing class unity and cohesiveness, we have a dress code. See “Dress Code” in #5 of this handbook for specifics.

Tuition costs, fees, and payment terms. Tuition is formulated on a September - May term and "per class" basis. Class lengths vary from 30-90 minutes in a price range of \$40-\$60 + tax. Tuition can be paid in monthly installments, by semester, or annually. Accepted forms of payment are cash, check, credit card, PayPal, or automatic. Because we limit our class sizes, a \$25 *nonrefundable* registration fee along with at least first month's tuition to secure space for a student in classes for the term. Additional costs are related to the annual spring performance which consist of a \$25 participation fee, \$30 per costume, and tickets to see the performance. Any other costs discretionary such as purchasing a DVD or photos.

Discounts. In addition to our quality instruction at competitive prices, we offer “REWARD discounts” which includes 10% multiple class & family member discounts and Prepay discounts OF 5% and 10% - all to help keep dance affordable! Read “Administration Policies” to see how you can earn your REWARD discounts and save!

Enrollment. Classes are formatted to provide students with a continuum of September through May or by semester. The majority of our classes follow a syllabus with *some* flexibility to assure effective, safe instruction for maximum progress and enjoyment. Class placements are appropriately based on student's skill set, experience, and aptitude using age as a guideline . We therefore do not support enrollment into classes based on reasons of convenience or schedule conflicts as we feel doing so is a disservice to students.

Guests or trial classes. Due to liability issues, we cannot allow participation of anyone not officially enrolled. Potential clients may take trial classes without obligation or paying the registration fee however they must still register and pay for the trial class(es).

Attendance & missed classes. Attendance is held in highest regard as it provides students with the continuity to progress *effectively* and safely while allowing our staff to develop a solid rapport with each student and maintain skill set equality within the classes. Students should therefore give strong consideration upon enrollment. We realize that late arrivals, early dismissals, or absences are clearly unavoidable at times due to illness, school events, work conflicts, bad weather, etc. Please notify the studio (in advance when possible) of any absences, late arrivals, or early dismissals. Regardless of the cause, all missed classes can be made up – no problem! Missed classed can and should be made up within 2 weeks. Should absences become burdensome for a student and/or their class, the studio will assist in working out a solution.

Performances: We host an annual performance at the end of the year which provides our students with a fun, positive, and memorable experience while allowing parents to visually experience the investment made into their child's dance education. There are other performance opportunities as we often get invited to perform for local organizations and events. Our performance objectives enhance the overall experience at our studio and for many, are the incentives for which parents and students come to and remain a part of our dance studio. These objectives are:

- > Uniquely showcasing students' skills and progress with creative choreography.
- > Performing at venues that are appropriate and affordable.
- > Instilling an appreciation for dance in both performers and audience members.
- > Highlighting the dancers with reasonably priced, yet flattering and impressive costuming.
- > Providing performances that are reasonably priced for participants AND audiences.

Class observation. Parents and guests are welcome and encouraged to observe classes but aren't required to. We DO recommend parents of preschoolers stay for restroom assistance. To ensure a safe and enjoyable environment for all patrons we respectfully request everyone follow house rules.

2. House Rules

- * Absolutely NO photos or video should be taken without permission from the instructor or owner IN ADVANCE. There are a host of reasons for this - in particular some patrons can be very sensitive to photos or video being taken when it comes to the protection and privacy of their children – especially without their knowledge or permission. So to avoid any issues of this nature, not to mention disruption to classes, we must respectfully request your cooperation.
- * Seating is limited so please keep the number in your party minimal.
- * Remain in designated area , keep voice levels down, and do not engage dancers.
- * Please keep all electronic devices to silent - when making or taking a call, step out of the room.
- * Food & drink (except water) ANYWHERE is greatly discouraged – it poses a safety hazard to dancers if it gets tracked onto dance floors. Please let a staff member know of any cleanup beyond your capabilities and/or if there's risk of permanent staining or damage.
- * Per fire code, all common areas must be kept unobstructed. Please use the designated areas for storing coats, shoes, and other belongings.
- * The studio typically opens 15 minutes prior to class start times. Students should NEVER be dropped off if the studio isn't open and will not be held responsible for unattended children in this circumstance. Likewise students should be picked up promptly after classes.
- * All students should remain in the waiting room under parental supervision until invited into the classroom by the instructor.
- * The studio has a full schedule with many students and therefore needs to run efficiently. This does not allow staff to answer question or address concerns in between classes or during classes. If you have a question or concern, please contact the studio during the day by phone or preferably by email. This will allow us ample time to properly address your questions and concerns while allowing us to stay on schedule at the studio and keep class time productive for the students.
- * Children MUST be supervised at all times – parents or persons responsible will be held accountable. Do not allow children to stand on furniture, bang on glass, or engage in any activity to which they could be injured or injure others. Do not allow them to play with or deface office supplies (flyers, business cards, payment envelopes, etc), write on walls, furniture or other studio property, play with or empty restroom supplies, etc, or engage in any other destructive behavior. These actions will be considered forms of vandalism and any damage or loss sustained will be at the expense of the person(s) responsible.
- * Studio will not be held responsible for lost, stolen, or abandoned property.
- * Substance use or use of profanity will not be tolerated.

3. Student expectations and Class Conduct.

- * Favorable attendance is strongly recommended. Not only is it the mainstay for student progression, but also a factor considered for class placements, promotions, awards, and REWARD discounts. For these reasons we strongly encourage attendance rate of 80% and above.
- * Students are expected to be to class on time, dressed in the proper Dress code attire and ready. Arriving late to class really is a big deal as all classes begin with a warm up to ensure safe and thorough training not to mention the disruption it causes. If a student arrives late to class, they should address their tardiness with the instructor. At the instructor's discretion, the student may be required to do a warm up on their own before being allowed to participate in class. In the event the student has missed a majority of the warm up and/or class to safely participate, the student may be asked to sit and observe.
- * Likewise, early dismissals should be kept to a minimum so the progress of students and their class as a whole isn't adversely affected.
- * Total absences should definitely be kept to a bare minimum as this affects the progress of individuals and their class as a whole.
- * Students whose attendance becomes burdensome to themselves and/or their class will result in studio intervention in finding a suitable solution. The studio wishes to avoid these situations and therefore will closely monitor attendance and proactively notify any students whose attendance is becoming unfavorable to there's time to correct the situation.
- * Students arriving with no dance shoes will be an automatic sit out as dancing without the proper shoes is a safety hazard.
- * Other dress code infractions will be at the instructor's discretion.
- * Students are expected to conduct themselves properly and respectfully at all times/
- * Students should remain under adult supervision in the waiting room until invited into the classroom by the instructor.
- * All students (especially young ones) should use restroom BEFORE class to avoid accidents, loss of precious class time instruction, and disruption to classes.
- * NO gum, candy, or drinks (other than water) allowed in classrooms.
- * Unsolicited talk by students during class is greatly discouraged – we have a stringent schedule and talking out of turn affects the productivity of classes.
- * Substance abuse of any kind, use of profanity, or bullying will not be tolerated.

4. Bad weather policy

In the case of bad weather, first and foremost is the safety of our students. If/when it is unsafe to commute to the studio, please stay home – your missed class(es) can always be made up.

If/when the weather causes local schools to dismiss early or cancel, the studio will usually follow suit – but NOT ALWAYS! Since our classes are held in the late afternoon and evenings, there are occasions where the weather and roads have cleared up enough to hold classes. So never ASSUME studio classes have been classes just because local schools have canceled classes!

When bad weather is approaching or upon us, the studio will make an informed decision about canceling classes as early in the day as possible. When the decision to cancel is made, we will take the following measures in this order:

1. Send you an email and/or automated text.
2. Announce it on our website – danceballroomandstudio.com and Facebook pages - Dance 2 Studio and Dance Ballroom & Studio
3. Announce it on our phone answering message (605-332-3700)
4. Announce it online on KELO Closesline.

If you haven't heard anything and wonder, please frequently check your email and/or phone for a text before contacting us. It can take up to an hour to accomplish all the above listed tasks to cancel classes and many times we get bombarded with calls and texts which delays getting the word out effectively.

5. Making up Classes

As mentioned earlier, attendance is important but missing classes is simply unavoidable at times due to illness, school functions, vacations, and a host of other causes.

When a student is going to be absent, an email (preferred) or call to the studio is appreciated so we know the nature of the absence but more importantly be assured your child is OK and safe.

Whenever possible, missed classes should be made up within two weeks of the absence or as soon as your schedule allows. Here's how to make up a class:

1. Find the makeup class schedule from any of these sources.
 - a. Website in the Children's Classes section under "Calendar/Makeups".
 - b. Via your Parent Portal
 - c. Bulletin boards at the studio.
2. Find a class similar to the one you missed and plan on attending. If you cannot find a class that works for your schedule, contact us for recommendations or advice.
3. You do NOT need approval from the studio to attend a makeup class.
4. Show up for the class and let instructor know you're there for a makeup and it will be noted.

6. Dress Code

As a commitment to student safety, along with establishing class unity and cohesiveness, we have a dress code that is strictly enforced. Dress code adherence is part of the discipline and shows respect. Infractions will have consequences regardless of who or what circumstances caused them and will be at the instructor's discretion. This is no different than in sports – a soccer player without their cleats or shin guards cannot play. A hockey player without their skates cannot play. In Tae Kwon Do, you cannot take class if you don't have your uniform and/or belt.

No dance shoes is an automatic sit out as not having shoes is a safety hazard!

ATTIRE & SHOES: Proper shoes, attire, and “code” rules are paramount for optimal safety and performance. Attire and shoes will vary between dance types (genres). Read next page for specifics.

HAIR: Hair should never be worn loose in dance class as it greatly affects safety and performance, therefore it is not allowed. Below are guidelines for how hair should be worn to assure optimal safety and performance in classes.

Males: Hair & bangs must be groomed away from face and eyes – use hair spray if needed. A headband can be worn if desired.

Females: Length of hair determines the best way to secure hair for optimal safety and performance. All bangs need to be sprayed or clipped away from face and eyes.

Long hair should be secured in a bun.

Medium hair should be secured in a bun when feasible or made into a ponytail then secured to the head with clips.

Short hair should be secured with a wide headband and clips.

Note: Ponytails are ONLY acceptable if the hair is so too short for a bun or can't be clipped to the head. Makeshift buns (buns made with a ponytail holder without pins or clips are NOT acceptable because they won't stay!

TIPS:

- > If you are “stylist challenged” consult with your personal stylist for ideas.
- > There are many tutorials on YouTube.
- > Don't be overwhelmed – it's easy once you get the hang of it.
- > The studio has emergency hair kits for sale in the office.
- > There are many “bunmaker” gadgets in stores that make it quick and easy.

JEWELRY: Jewelry of any kind is a safety hazard and should never be worn. This includes watches, earrings, necklaces, bracelets, rings, anklets, and toe rings. The only exceptions allowed are wearing “Fitbits” or earrings that need to remain due to new piercing. In addition to the safety issues, young aged students have a tendency to “fiddle” with extras such as jewelry, causing their inability to focus in class.

EXTRAS: Unless permission given by the instructor, the following are typically NOT allowed: skirts, tutus, legwarmers, street clothing, crowns, fancy hair accessories, costumes, or fancy trimmed leotards, leotards with attached skirts or tutus. Again many of these are not allowed for the reasons of safety, but these items too can affect students' ability to focus. However, on the last day of each month (and at the teacher's discretion) students may wear certain items. Plain dance sweaters or cover ups ARE permitted during the cold months.

DANCE ATTIRE AND SHOES – WHERE TO GET IT AND WHAT TO GET

For the purposes of class uniformity along with convenience, savings, and value for YOU, we request you purchase your dance wear from “The Dance Line”. They stock specific items just for us! Do NOT purchase dance wear from Walmart or Target – the quality is poor and the slippers are NOT actual dance slippers which are actually quite dangerous!

Where is “The Dance Line”? 2115 S Minnesota Ave-Sioux Falls
Where exactly is that? In Strip Mall across from Dairy Queen
What is their phone number? 605 335 8242
What are the store hours? Mon-Fri-Sat 10a-5p and Tue-Wed-Thu 10a-6p
Summer hours vary - call ahead

DANCE FUNDAMENTALS, PREBALLET & BALLET

NOTE: Though it seems strange, panties are NEVER worn beneath dance attire – much like a swim suit. However female dancers with modesty issues can wear a nude colored “under leo” or “dance panties”. If a bra is absolutely necessary, a “dance bra” can be worn, though many leotards already have built in bras, making it unnecessary.

Girls & Women:

Dance FUNdamentals: Light pink tank leotard + pink tights + pink ballet slippers
Pre-Ballet: Dark coral tank leotard + pink tights + pink ballet slippers
Ballet A: Light blue tank leotard + pink tights + pink ballet slippers
Ballet B: Mulberry tank leotard + pink tights + pink ballet slippers
Ballet BC: Lilac tank + pink tights + pink ballet slippers
Ballet C: Sapphire blue tank leotard + pink tights + pink ballet slippers
Ballet D: Black tank or camisole leotard + pink tights + pink ballet slippers
Teen/Adult Ballet* *Recommended:* Any style leotard + pink ballet slippers + pink ballet slippers. * Teen/Adult participants are encouraged to wear leotard and tights Alternatively leggings and T shirt may be worn.

Boys & Men:

Black tights or (black leggings + black socks) + T shirt (solid color plain short sleeved) + black ballet slippers + dance belt.

HIP HOP, JAZZ, AND MUSICAL THEATER

Females: Any color plain tank leotard + black jazz pants + black jazz shoes

Males: Black jazz pants + black socks + solid plain short sleeve T shirt + black jazz shoes + dance belt.

LYRICAL

Females: Any color plain tank leotard + pink footless or convertible tights + black booty shorts + nude dance sandals.

Males: Solid color plain short sleeve T shirt + black footless tights/leggings + nude dance sandals + dance belt.

TAP

Females: Any color plain tank leotard + black jazz pants + black low heeled tap shoes. Tights optional.

Males: Black jazz pants + solid plain short sleeve T shirt + black tap shoes + black socks + dance belt.

BABY BOOGIE AND MOMS & TOTS

There are no dress code requirements for these classes though dance wear can be worn if owned. Participants should wear comfy clothing that allows for ease of movement and sneakers with clean smooth soles. A secure and dependable baby carrier is required for Baby Boogie.

Administration Policies

1. Email is the most efficient and convenient means of communication to/from the studio and will be used as our primary means of communication. It will be account holder's responsibility to provide the studio with a valid and active email address that is *regularly monitored*. To assure the lines of communication are open, be sure to add our email to your "accepted senders" list.

2. It is account holder's responsibility to effectively communicate with the studio regarding any enrollment, billing or accounting changes. Most but not all change requests cannot take effect immediately and require at least 30 days prior to the next monthly maintenance cycle (1st of each month) to take effect. To avoid errors or misunderstandings, no verbal change requests will be accepted – all change requests MUST be submitted via email. See examples:

EXAMPLE 1: Sara is in Ballet and Tap but decides to drop tap & gives notice on October 10. The change on her account won't take effect until December 1 so she will still be responsible to pay October and November tap in addition to ballet tuition.

EXAMPLE 2: Kim wants to convert her payment method from electronic payments to monthly check or cash and notifies the studio on October 29th. Her request won't take effect until December 1 so her electronic payment will still be processed in November.

EXAMPLE 3: Leah decides to withdraw from classes and notifies the studio on January 15th. Her account will be billed through February with payment expected and billing will discontinue effective March 1.

Careful consideration should be given to class enrollment choices upon initial enrollment as transfers or additions afterward may not be possible and are subject to space availability and/or the studio's discretion. Class choices should always be appropriately based on studio's recommendation in accordance to student's skill set, experience, and interests using age as a guideline (skill set and experience supercedes age) The studio does not support placement based on schedule convenience. All placements final at the studio's discretion/approval. On a related note, we of course encourage adding classes to allow for our students to become more well rounded dancers; however for the same reasons mentioned above, it may not be possible to add classes after initial enrollment. Some classes fill more quickly than others so to assure your placement, you should enroll in all desired at the beginning of the term - but should do so with a sense of commitment. Likewise, dropping classes is discouraged as there are times where a class may be running at the bare minimum and someone dropping may cause a class to cancel. Again – careful consideration should always be given when choosing and enrolling in classes.

3. Because class sizes are limited, a \$25 registration fee and at least first month's tuition must be received for a student to be considered officially enrolled and space reserved for the enrollment term of (September - May) or upon enrollment through May.

4. Classes are subject to change or cancellation pending enrollment or attendance. In the rare case of a class cancellation an alternate or substitute class will be provided whenever possible.

5. There are absolutely NO refunds on payments for: registration fees, missed classes (past or future regardless of cause or reason), prepaid semester or annual tuition, or upon withdrawal. *Payments transferable at studio's discretion only.* The studio does not prorate, refund, or extend credit for missed classes (past or future regardless of reason (illness, vacation, school events, studio closings, bad weather, etc) nor can they be accumulated and used in lieu of tuition payment. All missed classes can and should be made up within two weeks. *Note: Refunds are only applicable in the rare instance of class cancellation due to low enrollment AND an alternate or substitute class cannot be provided and does NOT apply to semester or annual prepaid tuition. Refunds will be considered in an extreme case of a student's extended medical leave in which case documentation from a medical professional must be provided and any refund amount considered would be based on the criteria of the documentation, at the studio's discretion.*

6. For accounts set up for monthly installments, tuition is due and payable the first of each month with a grace period until the 15th. After the 15th, a \$10 late fee will be accessed within each

billing cycle when applicable. Students incurring more than 2 late payments (consecutive or otherwise) within the enrollment term are subject to lose their discounts (current and/or future). Any outstanding balances exceeding 30 days are also subject to 1.5% interest.

7. Unless an excessive amount, any over payments will be retained on account and applied towards future charges unless otherwise requested by customer in writing.

8. \$30 fee for returned payments of any type – regardless of cause or reason.

9. Unsatisfactory attendance, performance, account activity or a combination of any of these can result in one or more of the following: a) loss of current and/or future discounts b) being demoted or transferred or c) being dropped. The studio wishes to avoid taking any of these actions by closely monitoring student attendance, performance, and account activity. Though rare, should any of these situations arise the studio will provide proactive communication and can typically work with individuals on solutions depending on the nature of the circumstances and providing that reciprocal efforts and communication with the studio are made.

10. If a student wishes to withdraw from classes the studio MUST be notified (via email or in writing) at least 30 days prior to the next monthly maintenance cycle (1st of the month). Without notification, their account will continue to be billed with full payment expected. In the event a student has not attended classes for an extended period and/or no payments made on account with no contact, the studio will make attempts to contact the account holder and if no timely response is received, the student will be dropped and account holder sent a final bill or to collections if deemed necessary.

11. REWARD discounts are given in good rapport. By simply meeting a few simple requirements which helps us, we in turn can help our members with REWARD discounts. All account holders and students need to do is:

- 1) keep their account in good standing
- 2) have active communication and participation with the studio and
- 3) maintain satisfactory attendance of at least 80%.

Upon enrollment, a 10% multiple class and/or 10% multiple family REWARD discount will be automatically administered when applicable/eligible on a *conditional* basis. Account activity and student attendance will then be monitored and accessed on a monthly basis. If/when account status and/or student attendance shows signs of endangering the discounts, the studio will send proactive notification so there's ample time to take the appropriate measures to avoid loss of discounts. After NEW customers successfully achieve one full enrollment term with good rapport, as returning customers they become eligible for a 5% semester prepay REWARD discount or 10% annual prepay REWARD discount. Eligibility for all subsequent REWARD discounts will remain intact providing the aforementioned requirements have been met.

Please note: Prepay discounts only apply when paying for the full term (September through May) and must be paid by the stated due date(s). Prepay discounts will not apply to enrollment terms less than nine months. Accounts setup for semester prepay discount cannot be converted into monthly installment accounts or vice versa. Semester prepay amounts will be calculated by dividing the full term (Sep-May) into two equal installments with 1st semester payment being due August 15th (or stated due date) and 2nd semester payment being due January 15th. Discounts do NOT apply to adult, ballroom, or dance fitness classes, special events, workshops, camps, summer classes, or short term classes such as Thriller, Moms & Tots, or Baby Boogie. Additional classes added after initial enrollment may be considered for discounts at the studio's discretion but are not guaranteed.

12. The studio reserves the right to expel a student or refuse service to anyone that is disruptive, destructive, a risk, or threat to patrons, staff, the studio's mission, image, property, or facility.

13. All Policies are subject to change without prior notification.



Youth Program
Student & Parent Handbook

Revised June 2018