

*Since most frequently asked questions are policy related, we addressed them here in our policy brochure. The brochure should answer a majority of your questions but if not, please don't hesitate to contact us.*

Because we value our Youth Program members, the policies stated in this brochure were established to uphold the standards of commitment to our patrons, facilitate impeccable service, and provide an environment conducive for learning to accomplish optimal levels of safety, comfort, development, and enjoyment.

To accomplish these tasks, we depend greatly on the parents – our support team. As a vital part of the support team, your awareness of and adherence to the policies will assist us in providing your child with the very best experience and greatest potential.

Please know these policies are not out of the ordinary where dance studios are concerned; however they are significantly different from mainstream activities and organizations you may be accustomed to. Please take a few minutes to read these policies for a clear understanding of their purpose and necessity.

**What is the duration of the classes?** Classes are formatted to provide students with a continuum September through May. We highly recommend students attend for this duration to establish a solid foundation to optimize progression. Our curriculum is not formatted for occasional or drop in attendance.

**Do you have recitals? How much do they cost?** We have an annual recital in May. And because our objectives differ greatly from other studios, our recitals are considerably less expensive. Using the objectives below, we have the ability to present recitals that are entertaining AND affordable for dancers, parents, and guests.

- » Creating a show that uniquely showcases the students' skills and progress.
- » Hosting the recital at a venue that's suitable and sensible.
- » Instilling an appreciation for dance in both performers and audience members.
- » Recognizing that the show is not about the costumes – it's about the dancers.
- » Recognizing that costumes need not be expensive. Typically costumes cost \$25.

*Mandatory recital costs typically run under \$50 on average. Any costs above that are for optional purchases such as recital photos, videos, or T shirts.*

**Can parents and other guests observe classes? Do parents have to stay?** Parents and guests are welcome to stay and observe classes, but are not required to stay. We do recommend parents of preschoolers stay to assist them to restroom. *Please understand that observation of classes is a privilege providing the instructor is able to conduct the classes in a productive manner and without disturbance. Below are some policy guidelines of which all students and guests are respectfully asked to follow:*

- \* Seating is limited – keep the number in your party at a minimum please.
- \* Remain in designated area only.
- \* Keep voice levels down.
- \* Do not engage the dancers.
- \* Keep siblings quiet and occupied and please don't allow them to engage dancers.
- \* Food & drink (except water) ANYWHERE is greatly discouraged – it poses a safety hazard to dancers because it gets tracked onto dance floors. Any food or drink messes MUST be cleaned up. FYI – finger foods are the worst culprits!
- \* Please keep all electronic devices (including games) to silent and when making or taking a call, please step out of the room.
- \* Per fire code, all floors and common areas are to be kept unobstructed - please use designated areas for coats, shoes, and other personal belongings.

**Can we take photos and video?** In the dance world, this is usually prohibited for many reasons – including legal. If you desire to photograph or video your dancer, consult with instructor FIRST for specific instructions so all bases are covered.

**Can we bring a friend or relative to join the class as a guest?** Due to liability issues, we unfortunately cannot allow anyone that is not officially enrolled to participate in a class. We do appreciate the enthusiasm in wanting to share the joy of dance though!

**What do I need to buy for dancewear?** Please refer to the “Dress Code” flyer for specific information regarding dancewear, where to get it, and all other pertinent dancewear related information. Please know the dress code will be strictly enforced because we value the safety of our students. In addition, we may opt to have some students wear part of their class attire as part of their recital costume, so we respectfully request you buy as per our request so the student's appearance on stage has uniformity not to mention it can save you money.

**What's the cost?** Tuition is based on a Sept-May term which ranges from \$40-\$55 per month (with no applied discounts) and depends on the length of the class which ranges from 30 – 75 minutes. We also offer unlimited classes for \$249 (some restrictions apply). There is a \$20 *non-refundable* registration fee per student per enrollment term which secures a space for the student. Our published tuition rates INCLUDE sales tax.

**Do you offer discounts?** Yes we do! We offer discounts for multiple classes & family members (immediate only) and prepayments. Discounts do NOT apply to adult classes, summer classes, camps, Moms & Tots, or short term classes. We offer:

- \$4-\$5 discount (per class/per month) for multiple classes/family members.
- 5% discount for prepaying semesters (Sep-Dec/Jan-May).
- 10% discount for prepaying September – May.

**What are the payment terms?** Tuition can be paid yearly (Sep-May), semesterly (Sep-Dec & Jan-May), or monthly. Payments made for the year or semester are prepaid (with applicable discount) either at the beginning of the school year or beginning of each semester. Payments made monthly are due & payable the beginning of each month with a due date of the 10<sup>th</sup>. *Note:* Our office is transitioning to have all monthly payments processed via automatic withdrawal. At time of enrollment, first month's tuition + \$20 fee will be collected and customers will be required to fill out an authorization form for automatic withdrawals to be processed for the remaining months of the term. Customers will be able to choose between the 1<sup>st</sup> or 10<sup>th</sup> of the month to have their withdrawals processed. *During the conversion period, we will still accept monthly payments by cash or check; however those accounts will be charged a \$3-\$5 maintenance fee each month and will be subject to \$10 late fees.* And if any accounts experience more than two late payments in an enrollment period, all applicable discounts will be rescinded.

**What forms of payment are accepted?** For the reasons of convenience, safety, worry free, and budget friendly, we greatly encourage monthly automatic withdrawals. Other than that, we accept cash or checks. For safety, we do not have a till, so cash payment in exact amount are greatly appreciated. Checks should be made payable to Dance 2 and should include the students full name and what the payment is for written in the memo portion to assure proper posting. This is especially helpful when students surname differs from the payor's surname. Thank you!

**Administrative policies regarding enrollment, payment, & billing.** The registration fee reserves space for a student September – May. It is expected that students maintain an “active” status during this period.

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Active status means 1) consistent attendance 2) timely payments 3) active communication with studio. Interruption or failure of one or more conditions converts a student into an “inactive status” and they are dropped from their class(es). If/when the student wishes to be re-instated, they must complete the enrollment process again. Below are additional policy terms regarding enrollment, payment, & billing.

1. As long as a student is taking classes, full tuition payment is expected.
2. All accounts are billed on a monthly billing cycle with payment expected.
3. No changes are made to account billing without any official notification.
4. If a student discontinues classes without notice to the studio, full tuition payments are expected until notice received and acknowledged. Once notification is received changes will not take effect until the next billing cycle. Example: Suzie takes Ballet and Tap but decides to drop tap & gives notice on November 10. The change on her account won't take effect until December 1 so she will still be responsible to pay for November Tap.
5. Accounts with late payments will be charged a \$10 late fee. Accounts with more than 2 late payments during an enrollment period are subject to lose discounts.
6. Non-payment on accounts are dealt with on an individual basis. In extenuating situations the studio can typically work with individuals on payment solutions as long as effort to communicate with the studio is made.
7. If a student has missed classes for 3 weeks with no communication to the studio the student will be dropped from class(es); however billing will continue until the studio receives notice and account holder will still be responsible for all account balances.
8. We do not prorate tuition for missed lessons – regardless of reason. Nor can missed classes be accumulated and used as credit towards tuition. Students may make up missed lessons if advance notice of the missed class was given or if classes were cancelled by the studio. Notice of missed classes can be given via phone call, text, or email.
9. Tuition is based and billed on 36 classes per school year (Sep-May). However due to some holidays and how the calendar falls, there will be some shortages typically ranging from 2-4 classes. Students can and should make up these classes to ensure they receive the full 36 classes that were billed.
10. In the unlikely event a refund is requested on a prepaid account, the studio will ask the request be submitted in writing (texts or emails not acceptable) along with an explanation of why the request is being made. The studio will review the request to determine refund eligibility. If request eligible for refund will be process with the following terms. 1) Refund will be processed at end of each semester. 2) A \$25 processing fee will be accessed for each semester. 3) Only unused portions will be refunded.

**ATTENDANCE/MISSED CLASSES.** Prompt and consistent attendance is paramount to a student's progression and is held in high regard. Chronically poor or sporadic attendance disrupts the momentum for individuals as well as the entire class. Unsatisfactory attendance can result in a student's demotion if they fall behind or slow down the progress of the class. We realize that some late arrivals and absences due to illness, school events, or work conflicts are unavoidable, so we ask that everyone do their best for prompt and consistent attendance. If you know of an absence, late arrival, or early dismissal that will occur, please proactively notify the instructor or studio whenever possible. With unexpected absences, please inform the instructor or studio as soon as possible. Missed classes can and should be made up in another class within a few weeks the absence(s) occurred, providing notice was given to the instructor. It is not mandatory for students to make up missed lessons; however it is strongly recommended so students keep pace with the rest of the class.



## Youth Program Policies