

Thank you for considering Dance 2 Studio as your studio of choice. Since most frequently asked questions are policy related, we address them together in this brochure. Most of your questions should be answered here; however if you have any remaining questions, please ask.

We value our students! As such we are committed to offering the best service possible in a safe and fun environment that is conducive for learning. Since a majority of our students are children we must rely on parental assistance in accomplishing this. Parental awareness and adherence to policies will assist us in providing your child with the very best experience in reaching their potential. Many of these policies are not out of the ordinary for dance studios but ARE different from other organizations so please read the brochure entirely for a clear understanding of their purpose and necessity.

**What is the duration of the classes?** Most classes, are formatted to provide students with a continuum Sept-May or by semester. We highly recommend students attend for the intended duration for the ability to establish a solid foundation for optimal progression. Our curriculum is not formatted for occasional/drop in attendance.

**Do you have recital shows? How much do they cost?** We have an annual performance at the end of the year with the main focus of creating a positive and memorable experience for everyone. By using the objectives below, we are able to present meaningful performances that are *entertaining AND affordable*.

- > Create a performance that uniquely showcases students' skills and progress.
  - > Host the performance at a venue that's appropriate and sensible.
  - > Instill an appreciation for dance in both performers and audience members.
  - > Recognizing that the performance is about the dancers, not the costumes.
  - > Recognizing that costumes need not be expensive to be impressive and flattering.
- Almost all costumes are \$30. Participation fee is \$25. Tickets are \$10.

**Can we observe classes? Do parents have to stay?** Parents and guests are welcome to stay and observe classes, but are not required to. We 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 classes in a productive manner without interference or disruption. Anyone who is disruptive will politely be asked to leave. Below are some policy guidelines by which all students and guests are respectfully asked to follow:*

- \* Seating is limited so please keep the number in your party minimal.
- \* Remain in designated area only.
- \* Keep voice levels down.
- \* Do not engage the dancers.
- \* Young guests must be supervised at all times.
- \* 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 if there's any cleanup beyond your capabilities.
- \* 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 must be unobstructed - please use designated areas for coats, shoes, and other personal belongings.
- \* Do not use promotional materials other than for their intended use.
- \* Do not stand on chairs, stools, or other office furniture.
- \* Especially young students should use restroom BEFORE class to avoid accidents.

**Can we take photos and video?** In the dance world, this is usually prohibited for many reasons. 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 cannot allow participation of anyone that is not officially enrolled. We do appreciate the enthusiasm to share though!

**What do I need to buy for dance wear?** Please refer to the "Dress Code" brochure for specific information regarding dance wear, where to get it, etc. Because we value the safety of our students the dress code will be strictly enforced. With YOUR best interest in mind, we respectfully request you buy what we have recommended.

**What about attendance & missed classes?** Prompt and consistent attendance is key to a student's progression. Chronically poor or sporadic attendance disrupts the momentum for individuals and the whole 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 are unavoidable due to illness, school events, or work conflicts, so we ask that everyone do their best for good attendance. If you know in advance of an absence, late arrival, or early dismissal please notify the instructor or studio in advance. 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. Though it is not mandatory to make up missed classes, we highly recommend it so students' progress isn't hindered.

**What's the cost?** Tuition is based on a Sept-May term ranging from \$40-\$60 per month per class. Class lengths range from 30-90 minutes. We also offer unlimited classes for \$199 (some restrictions apply). There is a \$25 *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 offer discounts ranging in \$4-\$6 off per class for multiple classes & family members (immediate only) and prepayment discounts of 10% and 5% (see terms in next section). Discounts do NOT apply to adult classes, summer classes, camps, Moms & Tots, Baby Boogie or any other short term classes.

**What are the payment terms?** Tuition is formulated & billed on a yearly basis (Sep-May) with option to pay annually, by semester or by month - see below for specifics. Accepted forms of payment are cash, check, or automatic withdrawals. We do NOT accept credit or debit cards at this time.

YEARLY: A 10% discount applied when paying for entire year (Sep-May).  
SEMESTERLY: 5% discount applied when paying for 1<sup>st</sup> semester (Sep-Dec) at time of enrollment and by January 15<sup>th</sup> for 2<sup>nd</sup> semester (Jan-May).  
MONTHLY with cash or check: \$3 service fee each month. Payments due the 1<sup>st</sup> of each month with a grace period until the 15<sup>th</sup>. \$10 late fee after the 15<sup>th</sup>.  
MONTHLY with automatic withdrawals: Pay for first month tuition + \$25 registration fee with cash or check upon enrollment. Then fill out an authorization form for subsequent payments to be withdrawn on either the 1<sup>st</sup>, 10<sup>th</sup>, or 15<sup>th</sup> of each month for the remainder of the year. No fee for this service.

**Administrative policies for enrollment, payment & billing on reverse side.**

### **Administrative policies and terms regarding enrollment, payment, & billing.**

*To assure quality service to our customers we limit enrollment. As such, the registration fee reserves space for a student for an enrollment term of September through May. During this term it is expected that each student maintains an active status with consistent attendance, timely payments, and pro-active or reciprocal communication with the studio. Interruption of any of these will constitute "flagging" a student. Once flagged, the studio will make 2 attempts to contact the student and/or account holder to resolve any related issues. Please review the related administration policies and terms below.*

1. Poor attendance can result in a student's demotion, diversion, or being dropped.
2. Lack of payment can result in a student being dropped; however these cases will be dealt with on an individual basis. In unique cases, the studio can typically work with individuals on payment solutions depending on the nature of the circumstances and provided earnest effort to communicate with the studio is made.
3. It is account holder's responsibility to communicate with the studio via email, text, or phone message regarding any enrollment, billing, or account changes. To avoid errors or misunderstandings, NO changes will be made through verbal requests.
4. Any changes to enrollment, billing, or accounts will be administered and take effect the following monthly maintenance cycle. Example: Emma 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. In the event a student has not attended classes with no contact to the studio, their account will continue to be billed with payment expected. The studio may attempt to contact the account holder and if no timely response is received, the student will be dropped from class(es) and the account holder will be sent a final bill or sent to collections if necessary.
6. Accounts set up for monthly payments by cash or check will incur a \$3 monthly maintenance fee. Monthly tuition is due/payable the 1<sup>st</sup> of each month with a grace period until the 15<sup>th</sup>. \$10 late fee applies after the 15<sup>th</sup>. After 2 late and/or non-payments (consecutive or otherwise), discounts will be rescinded. \$30 fee for returned checks.
7. Accounts set up for monthly ACH payments will be charged a \$30 fee for returned payments.
8. Tuition is based and billed on a per school year (Sep-May) basis. The studio does not prorate tuition for missed classes for any reason except in cases where a new student is starting mid month/term. Missed lessons (future or past) cannot be accumulated and used as tuition credit. Students can and should make up any/all missed classes – whether they missed due to studio cancellations or closures, bad weather, illness, vacations, school functions, or any other reason. Advance notice of missed classes should be given whenever possible or as soon as possible and all missed classes should be made up within 2 weeks. Notice can be relayed to the studio via phone call, text, or email.
9. Any over-payments will be retained on account and applied towards future charges.
10. All classes are subject to change or cancellation pending enrollment and/or consistent attendance.
11. Because we limit enrollment, there are no refunds on payments for registration fees, missed classes (past or future), upon quitting, or for prepaid tuition. Nor are any of these payments transferable.
12. At the studio's discretion, we may expel a student or refuse service to any student or family that is disruptive, causes damage to, or is a risk/threat to the studio's patrons, staff, mission, image, classes, equipment or facility.
13. The studio reserves the right to change policies as needed without prior notice.
14. Please see "Dress Code" pamphlet for all dress code compliance and safety.



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## Youth Program Policies