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## **Policies & Procedures**

**Please carefully read the below Policies & Procedures. Please initial each paragraph, indicating you have read and agree to the Policies & Procedures herein. You will be provided a copy of this document and our office will retain the original for our records.**

### **Tuition/Fees/Costs Policies**

1. **Tuition:** Tuition is due no later than the first (1st) of each month and includes a minimum of four (4) classes. A \$20.00 late fee will be assessed for tuition collected after the first (1st). Tuition may be paid online, over the phone, or in person. We accept cash, credit card, business and personal checks, and money orders. We are not responsible for any online payment issues that occur. Your child may join class mid-month, **SPACE PERMITTING**, and tuition will be adjusted accordingly. There are absolutely no refunds or credits given for tuition or for any reason. \_\_\_\_\_ **(Initial here)**

2. **Additional Fees/Costs:** Tuition does not include recital/performance costumes, additional rehearsals, registration and recital/performance fees, recital/performance tickets, attire (including shoes, tights, and apparel), private and semi-private classes, traveling/lodging costs, or photography packages. There are absolutely no refunds or credits given for these fees and costs for any reason. \_\_\_\_\_ **(Initial here)**

3. **Returned Checks:** There will be a \$25.00 service charge for all returned checks. \_\_\_\_\_ **(Initial here)**

4. **Missed Classes:** Make-up classes are available; however, you must notify the office prior to an absence from class to be eligible for a make-up class. The make-up class must be completed within the same month in which it was missed. Missed classes will not be applied toward future tuition. There are no refunds or credits for missed classes. \_\_\_\_\_ **(Initial here)**

5. **Holiday/Vacation Cancellations:** Classes may be cancelled during holidays/vacations. Holiday/vacation cancellations will be posted at least one (1) week before the holiday/vacation. There are no refunds/credits and tuition is NOT adjusted or prorated for holiday/vacation cancellations. However, if our facility is closed for holiday/vacation resulting in less than four (4) classes held in a given month for the student, the student can attend a make-up class or classes totaling a maximum of four (4) classes. \_\_\_\_\_ **(Initial here)**

6. **Private/Semi-Private Classes:** Private and semi-private classes must be paid three (3) days prior to the date of the scheduled class. A \$5.00 late fee will be charged and due prior to the

beginning of the private and/or semi-private class. There is a twenty-four (24) hour cancellation policy for private and semi-private class. Failing to provide the required twenty-four (24) hour cancellation notice to the office will result in the missed class being charged as a private or semi-private class. \_\_\_\_\_ (**Initial here**)

7. **Priority Registration:** Priority registration begins on the 20<sup>th</sup> of each month. Priority registration guarantees the student's spot for the following month of class. If the student is not enrolled in a class during priority registration week, the student's spot in class cannot be guaranteed and will be available on a first come, first serve basis. Authorizing recurring payments is the best way to secure a student's spot for the following month of class. \_\_\_\_\_ (**Initial here**)

8. **Recurring Payments:** Recurring payment transactions can be processed on the 1<sup>st</sup> or 20<sup>th</sup> of each month (or next business day, if applicable). If you decide to discontinue recurring payments for any reason, you will need to inform the office prior to the 20<sup>th</sup> of the month. In the event you have forgotten to inform the office and we have already processed the next month's tuition, we will credit your account for up to six (6) months. \_\_\_\_\_ (**Initial here**)

## Viewing Policies

1. **Viewing Area:** Please stay within the designated viewing area at all times. Failure to do so may cause a disruption in class and could lead to injury and/or property damage. Our facility has a small viewing area and is designated for up to two (2) parents/guardians per one (1) enrolled student. Therefore, we encourage family members to attend performances and refrain from attending classes as we offer so many performances during the year. If additional adults will be visiting our facility, please advise the instructor and office staff ahead of time so that arrangements can be made, **SPACE PERMITTING**. \_\_\_\_\_ (**Initial here**)

2. **Technique and Recreational Classes:** These classes are open for viewing the last class of each month **ONLY**, pending instructor approval. \_\_\_\_\_ (**Initial here**)

3. **Competition Classes:** These classes are open for viewing upon the instructor's invitation **ONLY**. \_\_\_\_\_ (**Initial here**)

4. **Private and Semi-Private Classes:** These classes will be open for viewing upon the instructor's invitation or pre-scheduled with the instructor, per request. \_\_\_\_\_ (**Initial here**)

5. **Photography / Videography:** For the safety and privacy of our students, no photography or videography can be taken during class without the instructor's approval and may be cause to have the person leave the premises and not to return. Please contact the instructor or office staff to make arrangements for photographs and/or videography of your child, including a "first day" photograph with the instructor. \_\_\_\_\_ (**Initial here**)

## Class Policies

1. **Timeliness:** Please arrive on time, as late arrivals disrupt the entire class. No student will

be permitted to enter class if they arrive more than 10 minutes late for the scheduled class and it will be treated as a missed class. \_\_\_\_\_(**Initial here**)

2. **Food / Beverages:** Light and healthy snacks (i.e. fruit, vegetables, nuts, granola bar, etc.) are allowed by our students and encouraged if a student is in multiple classes. Fast foods must remain in the lobby. Water and sport drinks (i.e. Gatorade, Powerade, etc.) are the only beverages students are permitted to bring to class. A bottle of water will be provided to a student who needs or requests a drink from staff. The student's account will be charged \$1.00 per bottle of water. \_\_\_\_\_(**Initial here**)

3. **Disruptive / Disrespectful Behavior:** Please treat this facility as if it were your home (i.e. pick up after yourself, your children, and your guests; monitor your children not in class; do not stand on chairs or put feet on walls, etc.). Any person who shows negative or disrespectful behavior, including but not limited to poor sportsmanship, rude and/or aggressive comments, toward any other person may be asked to leave the premises and not to return. This type of behavior may also lead to the student's account being immediately terminated without refund. \_\_\_\_\_(**Initial here**)

- **By Parents/Guardians/Bystanders:** Please do not interrupt class for any reason, unless it is an emergency. (i.e. speak to a student or the instructor, parent/guardian coaching, parent/guardian discipline, etc.). If you would like to speak to the instructor, please leave a note for the instructor at the front desk, or contact them via email or telephone. Conversations with the instructor before or after class is also discouraged, as it takes preparation and class time away from the instructor and/or students who are attending the next class. \_\_\_\_\_(**Initial here**)
- **By Students:** Unruly classroom behavior will not be tolerated from any student. Students participating in class shall not cause a disruption to the class, including but not limited to not paying attention in class, not listening to the instructor's direction, and/or actively causing a disruption in class. If such behavior occurs, the instructor has the discretion to respond in a manner reasonably necessary to regain the attention of the student and to stop the disruptive behavior, including but not limited to removing the student from class, brief time-out(s) for the student, and/or brief conditioning exercises (i.e. jumping jacks) for the student. There will be no refunds or credits given for missed time from class and if a student is asked to leave class, the class will be treated as a missed class. \_\_\_\_\_(**Initial here**)

4. **Three or Less Students:** If there are three (3) or less students in a class, class time may be reduced or class may be canceled for the month and students will be asked to attend another class during the week. There are no refunds for a cancelled class; however, the fee for that class can be transferred over to another day/time. The original canceled class will resume the following month pending sufficient student enrollment. Class cancelations will appear online through our registration software at the end of the day of the 1<sup>st</sup> of each monthly session. We are not responsible for students that show up for a canceled class. In the event alternative arrangements cannot be made by the student's parent/guardian, the student's account can be credited for up to six (6) months. \_\_\_\_\_(**Initial here**)

5. **Hands On Facility:** This is a hands on facility. This means physical contact that is reasonably intended to coach, teach or demonstrate a particular skill or to prevent or lessen injury (i.e. spotting, catching) will be used. Infrequent, non-intentional physical contact, particularly contact which arises out of an error or a misjudgment on the part of the student and/or instructor does not constitute physical abuse. We have not adopted any specific definition of abuse; rather, it defers to such general sources and definitions for reference and application, depending upon the circumstances. \_\_\_\_\_(Initial here)

## Additional Policies

1. **Attire:** Appropriate dance/gymnastics attire must be worn during class. Students will not be able to attend class without proper attire, even for one day. Our office may have proper attire and shoes available at a daily rental basis. Our dress code can be found on our website or visiting Discount Dance Supply in La Mesa, CA. If you have questions regarding proper attire or rental attire, please ask. \_\_\_\_\_(Initial here)

2. **Concerns/Complaints:** Please understand that our classes are back to back. Instructors are unable to take time from another class to answer questions about your child's progress and/or behavior. Appointments can be scheduled with the director and/or the instructor to discuss all questions and/or concerns. The meeting can last up to one (1) hour at a cost of \$15.00. If your question and/or concern is short/minimal, you may contact the director and/or the instructor by email at no additional cost. \_\_\_\_\_(Initial here)

3. **Sick Policy:** Students should remain fever, vomiting, and diarrhea free for at least twenty-four (24) hours prior to each class they attend. A student's participation in class with slight colds, allergies, runny noses, etc. will be at the discretion of the instructor. \_\_\_\_\_(Initial here)

4. **Free Trial Classes:** Open for one class and to new students only. May not combine partial classes (i.e. gymnastics and dance). May not combine with use of Groupon and/or Living Social vouchers. \_\_\_\_\_(Initial here)

5. **Groupon / Living Social Vouchers:** Open to new students only. May not be combined with Free Trial Class. May only purchase one (1) for individual student use. May purchase three (3) as a gift for friends and/or family members. Registration fees remain due and payable at the time of the first class. Expired vouchers will be taken at "Cash Value." Students will start at the beginning of each monthly session. Students may take up to three (3) classes per week with voucher. \_\_\_\_\_(Initial here)

6. **Video Surveillance:** Areas of this facility are under video surveillance. Images may be collected that allow an individual to be identified. The use of video surveillance is solely for the purposes of controlling theft, ensuring the safety of instructors, staff, students and their families, and facilitating the identification of individuals who behave in a disruptive manner or cause damage to property. \_\_\_\_\_(Initial here)