

Movement Arts Dance Academy 2018-2019 Studio Policies & Procedures

REGISTRATION & ENROLLMENT: There is a NON-REFUNDABLE and NON-TRANSFERABLE annual registration fee for all students due at the time of registration. All registrations and class enrollments must be done through our online registration & payment portal.

PAYMENTS: All payments are made through our online registration & payment portal. All families must leave a credit card or debit card on file through our secure registration & payment portal. You can link to this portal through our website and log into your account at any time to view your child's class schedule, add classes to your child's schedule, make payments, view past and upcoming payments, change your contact information and change your card on file.

TUITION: Tuition for school year classes is an annual fee that is based on 36 classes throughout the school year. Tuition may be paid in full, in two semester payments or in 10 equal installments. If you choose to pay the year in full (due at the time of registration), you will receive a 5% discount. This option must be selected at the time of registration and is only available until September 15, 2018. If you choose to pay in two semesters, the first semester payment is due at the time of registration, and the second semester payment is due on January 15, 2019. Any family selecting to pay the year in full or in two semester payments has the option to come to the front desk to pay by cash or check, but must make arrangements to do this immediately after registering, otherwise payment will be charged to the card left on file within 3-5 business days of registering. The 10 equal installments are charged to the card on file on the 15th of the month from August 2018 through May 2019. *When the 15th falls on a Saturday or Sunday, the card on file could be charged on the following Monday.* All tuition installments are the same rate each month, regardless of the number of lessons in a month. Tuition for session classes are due in full at the time of registration. All tuition payments are NON-REFUNDABLE and NON-TRANSFERABLE. This includes any installments, semester payments, class sessions or school year tuition that is paid in full. No credits or refunds are given for holidays and studio closures, as these closures have already been taken into account in the cost of the annual tuition. No credits or refunds are given when your child is absent from a class - no matter what the reason.

INSUFFICIENT FUNDS: Any family whose card is declined when charged an automatic payment must attempt to check out through the payment portal again or come to the front desk to pay by cash or check within 5 business days of the decline. After 5 business days, if the account has not been paid, a \$20 or 10% late fee will be added to the account (whichever is higher). Students from families whose accounts are 10 business days past due will not be eligible to attend class. Returned checks are subject to a \$30 insufficient funds fee.

WITHDRAWAL: Student withdrawal must be done in person using the withdrawal form available at the front desk only. Withdrawals will NOT be accepted over the phone. Withdrawals will become effective one month from the date of notice. *You are still responsible for the full payment of any tuition installments due within the remaining month as a student.* No refunds or credits will be given for any tuition installments, recital fees or costume fees already paid. NO WITHDRAWALS WILL BE ACCEPTED AFTER FEBRUARY 15, 2019. Students wishing to withdraw after February 15, 2019 are still responsible for ALL remaining tuition installments left in the 2018-2019 school year. If you need to switch classes for any reason, you must see the front desk to drop the current class and then enroll in the new class through our online registration & payment portal. Switching classes will not be allowed after December 1, 2018.

STUDIO COMMUNICATION: Parents MUST provide a valid e-mail address and check their e-mail on a regular basis to keep well informed of studio updates and announcements. All studio communication and important info, including but not limited to seasonal newsletters, reminders of important dates and the "Recital Guide" will be sent home via e-mail. It is extremely important that all families look for e-mails from info@movementartsdanceacademy.com on a regular basis (including your spam folders). Anytime you receive an e-mail, be sure to read the entire e-mail. We also often use automated voice messages, our website and our Facebook Page to make important announcements and reminders. *HOWEVER, e-mail is our primary means of communication.*

PARENT RESPONSIBILITY: It is the parent's/guardian's responsibility to keep informed of all studio happenings, such as holidays, studio closures, tuition installment auto-pay dates, performance and rehearsal dates, etc. Please do not rely on your child to give you this information second hand. All of these important dates are listed in the studio calendar that you will receive upon checking out from online registration. They will also be listed on the studio website, on the lobby bulletin board, and in studio newsletters. It is also the parent's/guardian's responsibility to make sure the student comes to class on time and in proper dance attire. Finally, please inform the studio of any changes in your contact info by updating your account online.

DRESS CODE: It is imperative that students wear the required dance wear and dance shoes, as well as have their hair secured away from their face at all times during class, as described in our dress code. Students not abiding by the dress code may be asked to sit out from class. Tuition credits, refunds and make-up classes will NOT be given to students who are asked to sit out due to violating the dress code. Dance shoes should ONLY be worn in the classrooms and should NOT be worn outside.

CLASS ATTENDANCE: Students must attend class regularly, as it is imperative to the progress of both the individual student and the class as a whole. Missing class puts your child behind and it slows down the learning process for the rest of the children in the class when trying to catch your child up. If your child must miss class for any reason, please notify the studio by phone prior to the absence, so that the instructor may plan for your child's absence accordingly. Students with excessive absences may be required to take private lessons (at an additional cost to the parent/guardian) to catch up or may be required to withdraw from the class (or classes).

SICK POLICY: We do our best to keep our studio clean and sanitized to cut down on the spread of germs. Please do the same with your child. Make sure they wash their hands frequently throughout the day and sanitize their hands before entering the classroom. If your child is sick, please be courteous to the other students in the class and keep them home until they are well enough to return to class.

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MAKE-UP CLASSES: Make-up classes are available to school year students who miss a group class, but the following guidelines apply:

- Students who are registered all year are allowed 6 make-up classes per year (3 per semester) per class in which they are enrolled.
- Students who register mid-year are eligible for a pro-rated amount of make-up classes for each class in which they are enrolled.
- Example: students who register after October 1, 2018 are allowed 2 make-up lessons in the Fall and 3 in the Spring.
- Students who register after November 15, 2018 will be limited to 1 make-up lesson in the Fall and 3 in the Spring.
- Students who register after January 15, 2019 will be limited to 3 make-up lessons in the Spring.
- Students who register after March 1, 2019 will be limited to 2 make-up lessons in the Spring.
- Students who register after April 15, 2019 will be limited to 1 make-up lessons in the Spring.
- We reserve the right to postpone or deny make-up classes during the months in which we are working on recital choreography.
- Refunds or credits will NOT be given for missed classes that were never made up.
- Do not just show up expecting to take a make-up class. It must be pre-arranged, as described below:
 - Make-up classes must take place within 30 days of the absence and must be scheduled in person (not on the phone).
 - All make-up classes MUST be scheduled through the front desk by filling out a "Make-up Class Form."
 - Only 1 make-up class may be scheduled every 30 days, as to not continually disrupt the other classes.
 - Make-up class must be taken in a similar dance style/level (not a higher level than which a student is enrolled).
 - PLEASE NOTE: If a student misses (is absent) for a scheduled make-up class, that make-up is considered null and void, another make-up class will NOT be granted for that absence and a refund or tuition credit will NOT be given.

STUDENT DROP OFF: Students should arrive promptly for class. Students should arrive to the studio NO MORE THAN 10 MINUTES PRIOR TO THE START OF THEIR CLASS to get their dance shoes on, hair pulled back, use the restroom and mentally prepare for class. *Do not arrive more than 10 minutes early, as to not over crowd the lobby with extra people.* The transition between classes is often busy and congested. When arriving a few minutes early, toddler, pre-school and elementary aged students should not be left unattended in the lobby. Students in middle or high school who become disruptive will be required to have adult supervision before/after class.

STUDENT PICK UP: Students should be picked up promptly when their class ends. All pre-school age parents/guardians must come to the classroom door to pick up their child. You can begin lining up by the door (along the wall) when you see the students lining up on the closed circuit TV. If a parent/guardian is not present at the time the class ends, the student will be released to the lobby and asked to sit quietly to wait for their parent/guardian on their own. Once your child's class ends, our instructors must begin their next class and our office staff is often handling administrative work during the transition of classes. Therefore we **CANNOT** watch your child and will not be held responsible for children released to the lobby. When possible, an instructor may choose to keep a student who has not been picked up on time in the classroom with them, however it depends on the age and needs of the next class. This is solely up to the instructor, and we make no guarantees they can or will do this. If they choose to do this, your account will be charged accordingly for babysitting services. If they choose not to do this, as mentioned above, the student will be released to the lobby. We are not responsible for students once we release them to the lobby, who are left unattended in our lobby or who exit the building without a parent or guardian. If your child is in the last class of the day/evening and is not picked up within 5 minutes of the end of class your account will be charged accordingly for babysitting services. If an emergency arises and you will not be able to pick your child up on time, please call the studio to notify us your late arrival. If someone other than the known parent or guardian is picking up your child, you must notify the studio ahead of time. If we are unsure of the identity of the person picking up your child, ID may be required.

TARDINESS: Please have your child arrive on time, as being late to dance class is considered disrespectful to the instructor and is a distraction to the entire class. Missing the beginning of class is detrimental to the student's safety, as this is the time we stretch and warm up. THE INSTRUCTOR RESERVES THE RIGHT TO DENY PARTICIPATION IN CLASS THAT DAY IF A STUDENT MISSES THE ENTIRE WARM-UP OR IS MORE THAN 10 MINUTES LATE TO CLASS. Tuition credits, refunds and make-up classes will not be given to students who are asked to sit out or denied entry to class due to tardiness. Students that absolutely must be late to class on any given day should be sure they are already dressed appropriately for class, with their dance shoes on, hair pulled back, etc. **BEFORE** they enter the dance room. Entering the dance room and then having to finish getting ready is a HUGE distraction to the other students in the classroom. Students should enter the classroom when there is a pause in the music, as to least interrupt the flow of class.

SUBSTITUTES & INCLEMENT WEATHER: In the event an instructor must miss a group class due to illness or for personal reasons, we reserve the right to provide the class a suitable and qualified instructor until the regular instructor returns. If we are unable to get a substitute arranged, you will be notified of the class cancellation by phone. In the event of inclement weather (hurricanes, etc.) or extreme emergency, we will close when it is unsafe for our students and staff to travel to the studio, the studio does not have power, or any circumstances beyond our control prevents us from holding class. Please call the studio, check your e-mail, our website *and* our Facebook Page for "Inclement Weather Closure Updates." We may not have access to changing all of these means of communication in a situation like this, so it is best to check all of the above mentioned. We may also send out automated voicemails, if possible. Students whose classes were cancelled due to no available substitute or closures for inclement weather or emergencies may make-up in a similar class. The make-up class must be scheduled through the front desk and must be attended within two months of the cancelled class. This make-up class will not be counted towards your annual allotted make-up classes. Because a make-up class will be offered in these situations, no refunds or tuition credits will be issued for cancelled classes.