

# Dance Studio Policies and Procedures

## For Dancers

- Dancers are asked to be considerate and respectful to all teachers, parents and other students.
- Only water is allowed in the studio.
- Please no dangly jewelry.
- Please be punctual. Warming up at the beginning of class helps with injury prevention and arriving late is disruptive to the class. Please call the studio if your child(ren) will be late.
- Students must wait inside the building for their ride to pick them up.
- Students must be in proper dance attire for class, and hair must be tied back securely.
- Cell phones! If a student decides to bring their cell phone into the studio for security reasons, they will be required to place them in a designated area. While classes are in progress, **all cell phones must be off or on silent.**

## For Parents

- Instructors are only responsible for students during their class time. Parents are responsible for making sure their child arrives on time and are picked up on time.
- Parents are not permitted in to the studios during class time. Viewing areas are set up for parents who want to watch, and periodically parents will be invited into class by the instructor to watch the last five minutes.
- If your child will not be attending class, a call to the studio or email is very much appreciated.
- Out of respect for students who are waiting for their class to begin, we ask that parents and students do not approach instructors in between classes. Please call the office at 905-642-3390 or email [dancecreations@live.ca](mailto:dancecreations@live.ca) to make an appointment to talk to someone.
- If a relative, friend, or neighbour is picking up your child, please inform Dance Creations ahead of time for safety reasons.

## Attendance

- Please try to keep missed classes to a minimum as students will be missing out on valuable dance training and may fall behind in their classes.
- Instructors will start dances for the annual recital in December; we ask that your child attends all or as many classes as possible to ensure he/she is fully prepared for recital.
- No refunds will be given for missed classes.

- Private classes can be booked for students to catch up on what they have missed starting at a fee of \$25 (plus HST).

### Class Cancellation and Make up policy

- The studio has the right to combine or cancel classes if registration for the class is fewer than 4 students.
- If at any time it is required to cancel classes due to bad weather, a recorded message will be on the answering machine after 2:30pm. We will do our best to run classes except under exceptionally dangerous driving conditions. Use your own discretion regarding attendance if the driving is difficult in your area.
- If at any time it is required to cancel classes due to an emergency, an email or phone call will be placed.
- If Dance Creations cancels a class, a make-up date will be announced. If you are unable to attend the scheduled make-up date, students are welcome to take a different class within their age group and level the week of the make-up date that is convenient for them. No credit will be given for missed classes.
- Make-up classes for Holidays (not already taken into consideration) will be scheduled for another class time that's a similar age group/style students are currently enrolled in.

### Dance Instructor Attendance

- If a dance instructor is sick, a knowledgeable and experienced substitute teacher will cover classes. The instructor will leave a lesson plan so that students stay on track with what they are learning and do not fall behind.
- Competition season begins in March and finishes at the end of May. It is possible that dancers will occasionally have a substitute teacher for classes scheduled on Thursdays to Sundays.
- Dance instructors will try their best to be present for all classes to ensure that students will have a fun and successful dance year.

## **Refund Policy**

Dance Creations understands that not all students may enjoy the class(es) they are enrolled in, and we are more than happy to find a more suitable class for your child. In the event that a student would like to withdraw from the dance program, Dance Creations will give a refund in accordance to the chart below on the remaining classes of dance not used. **The decision to withdraw from the dance season must be emailed to the director two weeks prior to the next month payment.**

### Refund Chart

After the first week of class	Full Refund on classes will be given
After the second week of classes	Full Refund less two weeks of classes.
After the third week of classes	Full Refund less three weeks of classes.
After the fourth week of classes	Full Refund less four weeks of classes
After the five week of classes	Starting the fifth week of class, There will be a fee of \$60.00 for administration per student who withdraws from the year.

Please note that registration fees are non-refundable.