



Studio Policies

Welcome to Calabasas Academy of Dance!

Here at Calabasas Academy of Dance, we are dedicated to not only teaching dance, but also to help with the development of each student's mental and physical growth, coordination, poise, grace and personality. We encourage our parents to take an active part in helping your child maintain an enthusiastic attitude and appreciation of dancing. We trust that your dance experience with us will be a meaningful one. We commit ourselves to ensure each student's safety, progress and positive experience. We are delighted you have joined us!

Danielle Marie Roe & Shaun Curtin
Co-Owners and Artistic Directors

Registration: Each family is required to pay a \$30 registration fee per year for the first child and \$15 for each additional child.

- Registration is accepted on first come first serve basis.
- Classes will be closed to further enrollment once maximum capacity has been reached.
- You must pay first month's payment and registration fee on the day of registration.

Schedule Changes: Changes to your child's schedule can be made up until November 1st; thereafter, a charge of \$10.00 will be applied to your account for each request made. There are no changes after January 1st and No drops after April 1st.

Cancelled Classes: Classes with less than five students may be cancelled, combined, or rescheduled at Calabasas Academy of Dance's discretion.

Tuition and Payment Policies: The Calabasas Academy of Dance term begins the Tuesday after Labor Day and runs through June. You are enrolling in a 10-month program. Tuition is based on an ANNUAL tuition rate. Students enrolled late in the season will have their tuition prorated accordingly.

For your convenience, we divide the annual tuition rate into 10 equal payments over the 10-month program. Base tuition for non-company members includes:

- Weekly classes (excluding holidays and days/weeks when the studio is closed)
- Quality dance education taught by experienced dance professionals
- Recital fees (costume fees are NOT included), whether your child performs or not
- Rehearsal fees
- Special performance fees

Please note: Company members will have additional fees (please see your company contract/information sheet for details).

Tuition Payment Options:

1. You may pay your base tuition in full at the beginning of the school year or upon enrollment. There will be a 5% discount given if you pay your base tuition in full September through June.
2. You may pay monthly on or before the 1st of each month.
 - a. Auto Pay Credit Card – On the 1st of each month your base tuition will be automatically debited from your Master Card, Visa, American Express or Discover Card using our secure online system.
 - b. Check, cash, credit card or money order – Due on the 1st of each month.
3. Your tuition payment will be considered late after the 5th of the month and subject to late fees.

Costume Fees, Miscellaneous Purchases:

1. **Costume fees** for recital costumes will be due by January 10th. Your account will vary between \$70-\$80 per costume per for each class in which your child is enrolled. Costume fee includes the costume, accessories, and props for each number. **If you are enrolled in our automatic credit card payment system, your credit card will be charged automatically.** Otherwise, your payment is due on or before January 10th. If your child is enrolled after January 10th, payment will be due at enrollment. Late payments may be subject to our standard late fee.
2. **Miscellaneous Purchases** – includes orders for shoes, t-shirts, dance bags and other merchandise ordered through the studio in person or via our online portal. Payment is required when order is placed. No exceptions.
3. **Private Lessons** – Private lessons will be charged to the credit card on file at the time the lesson is taken unless other arrangements are approved by the studio owners.

Late Fees, Returned Check Fees, Declined Credit Card Fees:

1. There is a \$35.00 fee for returned checks.
2. A late fee of may be charged for delinquent payments.

\$10 per month for balances due of less than \$100

\$20 per month for balances due that are greater than \$100

3. Declined credit cards – You will be notified by email if your credit card has declined. If payment is not made within 3 days of notice given (or the 5th of the month for tuition payments), you will be charged the late fee.

Withdrawal Policy

- You must complete a drop form thirty-days prior to your upcoming tuition payment. You will be responsible for the next payment if you do not give a thirty-day written notice. Please be aware that no prorating or refunds will be issued due to withdrawing from classes.
- All automatic credit card charges will stop after the one-month notice period.

Class Makeup/Refund Policies

- Registration fees and tuition payments are non-refundable.
- There will be no prorating or refunds given due to missed classes.
- No refunds will be issued due to withdrawing from classes.
- No refunds for recital fees or costumes, etc.
- We do not prorate if you are absent or away on vacation.

Students have the opportunity to make up a missed class if an appropriate class is offered in the same age group and experience level or below. During recital preparation, we will let you know which classes are learning the same routines as your child so you can do the make-up class there. However, a class may only be made up within 30 days of the missed class.

- Makeup classes cannot be rolled over into any future sessions.
- Some classes do not have a makeup option.
- Adult drop-in classes do not have a makeup option.

Please note: Your regularly scheduled classes the following month are never considered as make-up classes.

Attendance:

- Please notify the front desk staff if your child will be absent. We can then let the teacher know.
- In the event of an extended illness or other unforeseen circumstances, please contact the office as soon as possible.
- Repeated lateness may result in termination of lessons. A minimum attendance level will be required. If a student misses more than 4 classes without written notices, the school reserves the right to terminate lessons.
- At the Studio owner's discretion, students with more than 4 absences in a class after January may not be allowed to participate in the year-end dance recital.

Observation: We have limited space for parent observation. You are welcome to "sneak a peek" through the observation windows to enjoy the progress and participation of your child. However, we ask that you be respectful and thoughtful of other parents and share the view.

Student Drop Off and Pick Up:

- Students may be dropped off and picked up; it is not necessary for parents to stay.
- Due to space limitations, we may have to limit siblings or extra people in the studio waiting area.
- Any children in the studio who are NOT registered students MUST BE SUPERVISED by an adult at all times.
- For the safety of your child, please pick up your dancer inside the building after class.
- Please be on time to pick up your child.
- Please notify the studio if you will be late picking up your dancer.
- If you must pick your dancer up early from class, please send a written notice to the instructor and the instructor will dismiss the dancer from class. No parents allowed to disrupt the class.

Communication and Business Matters: Please contact the front desk staff to voice any concerns or questions. Most of the time, the front desk staff can help you with problems that may arise. If you have concerns that cannot be addressed in a brief conversation, please set up a phone conference or make an appointment for a scheduled meeting with your child's teacher and/or one of the Directors. **Sorry, but Instructors do NOT have time to talk between classes. This takes away from scheduled class time.**

Class Etiquette and Behavior: We want all of our students to have an enjoyable and educational dance experience. We will treat you and your children with courtesy and respect. We expect our students to show the same attitude toward their teachers and fellow dancers.

Reasonable rules and standards are provided to promote self-discipline. Teachers have the responsibility to keep their class under control and ensure a safe and fun learning environment. Therefore, they have the authority to dismiss any student who will not cooperate and is a disruption to the rest of the class. Inappropriate dress or behavior will not be allowed. A parent/teacher conference must take place before a "dismissed student" may return to class.

We request that students observe the following simple rules:

- Pay Attention to the teacher – Don't talk with your friends during class! It disrupts the whole class and makes it difficult for the teacher to communicate with the students.
- Food or drinks (except water) are not permitted in the dance studios. Be careful – spills ruin the floors and food attracts bugs. You may have snacks in the sitting area, but please dispose of your trash properly.
- If you must bring water into the studio, it must be in a closed water bottle.
- Please leave all bags in the sitting area. For safety purposes, no bags will be allowed in the studios.
- We recommend that students leave their cell phones at home. If they must bring them to the studio, they are to be turned OFF and placed in the bins/baskets designated in the class studios. Calabasas Academy of Dance and its staff is not responsible for keeping cell phones and laptops safe.
- To ensure classes start on time, we ask all students to **arrive 10 to 15 minutes prior to the class start time**. Students should be in **appropriate dance attire** for their class and ready to start class at the appointed time. This includes hair in bun for ballet classes.
- At the discretion of the teachers, students who arrive 10 minutes after the scheduled class time may not be permitted to participate (although they may be permitted to observe).
- If students need to leave before the end of the class, they should notify the teacher before class begins. Written note from parent required.
- Students may not leave the classroom without first receiving permission from the teacher.
- DO NOT wear dance shoes outside. Wearing dance shoes outside ruins the sole and also tracks dirt, oil & gravel into the studio, causing damage to the customized floors.
- No horseplay will be permitted in the lobby or studio.

Changing classes: Students are welcome to add classes, level permitting. To do so, please complete a drop/add form, which you may obtain at the front desk. Please notify the front desk staff immediately if you are changing the day and time of your class or would like to drop a class. You are charged as an active student until you notify the office of a change in status. **Class changes must have the permission of all teachers involved and must be approved by the Directors.**

Conventions, Performances, and Other Activities: During the year, many of our students have opportunities to participate in activities such as master classes, community performances and even trips. We encourage all students to take advantage of these opportunities. Information including costs and entry fees etc. will be provided in advance of each event. All fees must be paid in advance of said event and will be charged to the credit card on file, unless other arrangements are made.

Extreme Weather or unexpected Interruption of Classes: If the school must cancel classes due to extreme weather or events beyond our control such as power outages, the missed lessons will be added on to the end of the teaching year. No refunds for lessons missed due these reasons will be given.

Substitutions: The school reserves the right to provide a substitute teacher if the regularly scheduled teacher is ill or otherwise unable to teach classes. If a teacher is ill and the school cannot arrange a substitute any missed classes will be made-up.

Parent's Responsibility to be aware of Dates and Events: It is the responsibility of the parent or adult student to be aware of all school activities, such as recitals, extra classes, and dates the school is open or closed. The school will post all such notices in the studio, on our Facebook page, as well as sending Newsletters via email. It is the parent's responsibility to regularly check to ensure they are informed. It is the responsibility of the parents or adult students to inform the school of any address, telephone, or email address change.

Photo Release: Calabasas Academy of Dance is hereby granted permission to take photographs/video of the students to use in brochures, web sites, social media sites, posters, advertisements and other promotional materials as it deems appropriate.

Choreography: Any choreography learned by a student is the sole property of Calabasas Academy of Dance and may not be copied or used for any activity outside of the Studio's scope. Permission must be granted by Calabasas Academy of Dance's owners in writing for any student to use Studio choreography at any venue where the member is not with the Studio or acting on behalf of the Studio

Lost & Found: Calabasas Academy of Dance is not responsible for lost or stolen articles. A Lost and Found box is in the student lounge.

- Students are responsible for keeping track of their possessions.
- Please put your child's name inside the instep of all shoes.

Thank you for being a part of the Calabasas Academy of Dance family!