

# STUDIO POLICIES



An unstoppable desire to EXCEL in everything we do.

Please read these policies carefully as many have changed from last season.

## REGISTRATION

Register Online at: [exceldancecentre.com](http://exceldancecentre.com)

Your Parent Portal can be accessed from our Homepage.

## 2022-2023 CALENDAR (CLASSES BEGIN SEPT 6, 2022)

## TUITION FEES & PAYMENTS

Oct 10 1st costume pmt	Dec 24-Jan 8 Holiday break
Oct 24-29th Halloween/Make Believe Dress Up Week	Mar 6-11 Beach Week
Oct 31 Halloween, no class	Mar 27-Apr 2 Spring Break
Nov 7 2nd costume pmt	May 13 Picture Day
Nov 28 Last costume pmt	Jun 5-10 Spirit Week
Nov 23-27 Thanksgiving	Jun 12-17 Rehearsals/Recitals

- Tuition rates are for the full season (including studio holidays) from Sept 6 through the Spring recital in June, not by the number of classes in the month. A full season of dance includes a minimum of 34 lessons. Tuition fees are paid monthly. June 3rd will be the last tuition payment of the season.
- After registering (paying for the 1st month + annual registration fee), monthly tuition must be paid by automatic EFT, debit, or credit card payment. Tuition will be debited from your account (or charged to your credit card) on the 3rd day of each remaining month.
- Accounts not paid within terms are subject to an accruing 5% monthly finance charge and discontinued services until paid. Accounts more than 60 days past due may be submitted to collection services.
- Recital costumes fees will be due on Oct 10, Nov 7, and Nov 28

## NSF PAYMENTS

- Non-sufficient funds on paper checks, auto-debit, or auto-charge payments will incur a \$35 NSF fee, which will be paid at the front desk along with the tuition.

## WITHDRAWAL FROM CLASS

- There is a one month minimum for all lessons. A one-month notice from the first of the month is required to discontinue any payments for the following month. To withdraw, a parent must complete and sign a Drop Form. Automatic bank debiting or credit card charges will stop after the one-month notice period.

## PRIVATE LESSON CANCELLATION POLICY

- All private lessons cancelled with more than 24 hours will receive a full refund. No-show lessons or lessons cancelled with less than 24 hours.

## RESCHEDULING, TEACHER AND CLASS SUBSTITUTION

- Excel reserves the right to reschedule or combine classes.
- Excel reserves the right to provide a substitute or replacement teacher as Excel may deem necessary.
- Excel reserves the right to deliver class content via an online system in the event that classes are not able to be conducted live for any reason including, but not limited to: weather, teacher absence, or governmental advisory.

## REFUNDS/CREDIT ON ACCOUNT

- Tuition, registration fees, and costume fees are not refundable for any reason. Refunds are only issued when Excel cancels a class due to low enrollment.
- Account credit will be issued when the student or parent initiates the schedule change. Credit will be applied to any Excel tuition or fees due within one year.

## ATTENDANCE

Regular attendance is vital to student progress and group choreography. Please make every effort to attend each class. Students may make up missed classes until April 1. If you miss more than two of the final eight classes before recital, you may be dismissed from participating in the recital routine at the discretion of the teacher. **Please note: 10 minutes late to a 45 minute class and 15 minutes late to a 55 minute class is considered an absence.**

## DRESS CODE

Proper attire and hair etiquette are required for all classes. Special class attire including shoes and hair will be published online. All required items will be available on [www.discountdance.com](http://www.discountdance.com)

## SPECIAL COMMUNICATIONS

Excel works to keep you informed and up to date on regular studio happenings:

- Monthly Email Newsletter, Email, and Lobby Communication Calendar
- Follow Excel Dance Centre on Facebook and Instagram for weekly updates

Questions—We are happy to answer any questions you may have regarding your dancer or our programs. Let us know if we can help you in any way!

## PEEK WEEK

We will invite you in the last 15 minutes of class. The first Peek Week will be scheduled for Oct 10-15th. Peek Week's are generally scheduled every 5-6 weeks.

## INCLEMENT WEATHER POLICY

In the event of inclement weather, an email and text (if opted in) will be sent and a social media post made by 2pm if classes are cancelled (by 8am for morning classes). Please note that we do not follow school closings, as roads are often cleared by the time studio classes begin. The first cancelled classes may be made up on your own time from our regular schedule of in person and on-line classes, based upon availability. For any additional closures, a replacement lesson opportunity will be scheduled.

## LOST AND FOUND AND SECURITY

- A lost and found basket is located in the back hallway. Please check the lost and found basket regularly as all lost and found items are donated to Goodwill on the 1st and 15th of each month.
- Excel is not responsible for any lost or stolen items. Please do not leave belongings unattended.
- Dancers are asked to take dance bags into classrooms with them.

## SPRING RECITAL

- We end our season with our Spring Recital. We encourage but do not require participation.
- The Spring Recital will be held in June. Dates announced in September.
- Spring Recital and mandatory dress rehearsal dates will be tentatively published in February.
- Special requests to adjust rehearsal and recital times are accepted until December 1st. We attempt to accommodate every school's activities while meeting the technical demands of the show.
- Show assignments and rehearsal assignments will be tentatively published by February.
- Tickets will be available for purchase through a ticketing service in April (date TBA). Ticket prices typically range from \$14-\$18 depending on venue.
- For families with dancers in multiple classes or more than one child attending dance, there is a possibility that they will be split for recitals. We do our best to keep you together, but it can be very difficult. Complimentary ticket(s) will be given to each family affected by a split.

## SPRING RECITAL COSTUME ORDERS/EXCHANGES

- All classes have a recital costume unless noted on the schedule.
- Spring Recital costumes will be paid in increments and are not refundable after November 30. Costumes are ordered over Thanksgiving break. Costumes will not be ordered unless payment is received in full.
- Students are measured for costumes in classes and they will be delivered by April. If a costume does not fit, we are able to exchange within one week of receiving it at no cost to you if it is returned in its original packaging. After that week, there may be additional shipping/handling fees, and/or limited availability.
- We also offer a professional seamstress to help with basic alterations