

# STUDIO POLICIES



## REGISTRATION

REGISTER ONLINE AT [WWW.CANDANCE-ACADEMY.COM](http://WWW.CANDANCE-ACADEMY.COM)  
330-274-3262

## 2023/2024 CALENDAR

CLASSES START: SEPT. 5<sup>th</sup>  
REC. COSTUME DEPOSITS DUE: OCT. 1<sup>ST</sup>  
THANKSGIVING BREAK: NOV. 22<sup>ND</sup>-25<sup>TH</sup>  
REC. COSTUME BALANCES DUE: DEC. 1<sup>ST</sup>  
WINTER BREAK: DEC. 23<sup>RD</sup>-JAN. 6<sup>TH</sup>  
SPRING BREAK: APRIL 1<sup>ST</sup> -APRIL 6<sup>TH</sup>  
DRESS REHEARSAL & RECITAL: MAY 10<sup>TH</sup> & 11<sup>TH</sup>

## COMMUNICATIONS

At Candance Academy we go to great lengths to keep you informed and up to date. 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.

- Monthly E-Newsletter, Email, Facebook, lobby T.V. and whiteboard.
- Recital Handbook-Emailed at recital time

## TUITION FEES & PAYMENTS

- Tuition rates are for the full season (September-May, including studio holidays), not by the number of classes in the month. Tuition fees are paid monthly or annually (see discounts).
- All students new and returning must pay a \$40.00 registration fee plus the first months tuition when registering.
- All student records must keep an up to date credit card or debit card on file.
- Monthly tuition Fees are due by the 1st of each month and you have up to the 7th to pay your fees by credit, check, cash or ACH.
- Any balance due will be charged to your account using the card on file on the 8th of the month with a \$15 late fee.
- All credit card and ACH transactions include a 3% convenience fee.
- All other Fees will be a given a specific due date and you will have 7 days to pay your fees by credit, check, cash or ACH.
- If discontinuing classes, an adult who is financially obligated must submit a Withdrawal Form before the 1<sup>st</sup> of the month to avoid your card being charged. The parent will continue to be financially responsible for tuition up until the date a withdrawal form is received. Until a student is officially withdrawn, we will consider them to be an active student in our dance program.
- Candance Academy's dance program does not offer any refunds. This includes: Registration Fees, Costume Deposit, Costume Balances, Competition Fees, Tuition, Late Fees, Recital Tickets, Misc. Fees, Dancewear, and all other fees acquired to your account.

## DISCOUNTS

- Dancers are encouraged to take advantage of our Unlimited Class pricing
- Balances paid in FULL by Sept 5th will receive 5% discount \*TUITION ONLY\*.

## NSF PAYMENTS

- NSF check, auto-debit, or auto-charge payments will incur a \$30 NSF fee which will be paid at the front desk along with the payment that is due.

## WITHDRAWAL FROM CLASS/CLASS TRANSFER

- There is a two month minimum for all lessons. One-month notice from the first of the month is required to discontinue any payments. To withdraw a parent must: 1) inform the studio in person, and 2) complete and sign a withdrawal form. Automatic bank debiting or credit card charges will stop after the one-month notice period.
- There is a \$20 fee for any class withdrawal, or class transfer. NO EXCEPTIONS!

## RESCHEDULING AND SUBSTITUTION

- Candance Academy reserves the right to provide a substitute teacher if the regular teacher is ill or is otherwise unable to teach. Candance Academy reserves the right to reschedule or combine classes.

## PRIVATE LESSON CANCELLATION POLICY

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

## INCLEMENT WEATHER POLICY

- In the event of inclement weather, an email will be sent and a Facebook post made by 3:00pm if classes are cancelled. Please note that we do not necessarily follow school closings as roads are often cleared by the time studio classes begin. Any cancelled classes may be made up on your own time from our regular schedule of classes. In the event there is not a make up class available, a replacement class will be scheduled.

## EXTENDED CLOSURE & VIRTUAL LEARNING POLICY

In the event that we have to have an extended closure such as, but not limited to, a global pandemic, or act of god, we will immediately resume our current schedule through virtual learning and tuition will be discounted 25% via account credits. Full tuition will resume once we are back in the classroom. A pivot to virtual learning could take place at any time.

## LOST AND FOUND AND SECURITY

- A lost and found basket is located in the lounge. Please check the lost and found basket regularly as all lost and found items are donated at Christmas break and after recital.
- Our facility is under video surveillance at all times.

## ATTENDANCE

- Attendance is very important. In order for your child to progress and learn their dance routines, they need to be in class every week. We understand that emergencies come up that cause students to miss and consider these to be excused absences. However, this is not to be taken advantage of. When an absence occurs, make up classes are available in a different style and need to be scheduled within the same month. Make up class forms are available at the front desk.
- There are absolutely no credits, refunds or prorated tuition due to your child being absent for ANY REASON. Ex; Vacation, Injury, Illness. Students are required to observe their classes to keep up with their classmates. (We have an observation worksheet)
- If your child is sick, please do not bring them to class. A parent must call/text or email the studio and let us know that they will be absent. If leaving a message, tell us your child's name and class or classes they will be missing.
- If a student misses 3 or more classes, their spot in the current routine may be changed. It is not fair to the teacher or other students who are there and it is hard to adjust and move on with routines when there are people are missing.
- It is the student and parents responsibility if a student misses, to schedule a private make up class with the instructor. You will be responsible for paying for the private time.
- **Students should arrive 5-10 minutes prior to class start time completely ready to begin class.**
- If you have more than one class a night you should be prepared and ready to start your next class as scheduled.

## BEHAVIOR

Students are expected to act in a kind, respectful and acceptable manner at all times! Bullying, Poor Attitudes, Negativity, and Entitlement will not be tolerated. Any unacceptable behavior through social media will not be tolerated. This includes any implications of illegal activity, drugs, alcohol, or promiscuity. Disorderly conduct of any kind especially while representing the studio, could result in probation and or dismissal from the studio.

### STUDENT DISCIPLINE:

First Offense: Verbal Warning

Second Offense: Asked to sit

Third Offense: Dismissed from class and parent contacted.

If the problem persists, your child will be asked to no longer attend Candance Academy.

### CLASS RULES:

- Students are not permitted to bring anything into the classrooms other than water.
- NO food, candy, gum, or pop on the dance floor.
- NO cell phones in class, it is a distraction to all students. Candance Academy has a strict dress code. Students are expected to be ready and in appropriate dancewear at the start of class. If you are not in proper attire, you will be asked to sit.
- Please use the restroom before or in between class. You will not be permitted to leave once class begins.

*\*\*\*Parents are not permitted in the classrooms at any other time unless approved by the teacher ahead of time. Please use the windows at each studio for viewing, meetings can be scheduled with teachers to discuss student progress throughout the season.\*\*\**

## LOBBY & STUDENT LOUNGE:

The lobby is always to be kept neat and clean. Everyone is expected to pick up after themselves. Students are to utilize the racks to hang up their coats, bags, etc. Candance Academy is not responsible for student property. Anyone found destroying studio property or another student's property will be dismissed. Please encourage your child to wait in the lobby until their ride arrives to pick them up. We cannot watch outside the studio and cannot be responsible if an incident were to occur.

## RECITAL COSTUMES

- All classes have a costume unless noted on the schedule and are required for recital
- Core Class Students: A \$30.00 Costume Deposit is due by October 1st and the Balance to be paid in full by December 1<sup>st</sup>

## ANNUAL RECITAL

- Each May, we end our season with our fully-staged, professional Recital at Streetsboro High School. We encourage, but do not require, participation.
- All students participating in the recital must attend dress rehearsals.
- All balances must be paid in full in order for recital tickets to be purchased in May
- FULL recital details will be communicated in early 2024