

# STUDIO POLICIES AND PROCEDURES



## ***Class Procedures:***

Please have your child arrive at least five minutes prior to class start time dressed in the proper attire. Proper technical warm-ups are done at the beginning of class and are vital to preventing injuries. NO STREET SHOES, FOOD OR DRINK ON DANCE FLOOR. Water is acceptable.

## ***Before/After Class:***

Dancers must be dropped off and picked up from class promptly. When one class ends, another starts; teachers are not responsible for watching students once class has dismissed. Students are not permitted to wait outside for rides. Children are welcome to wait in the lobby for their parents, however after 30 minutes of the child's class being over, if they have not been picked up, \$10 per hour will be tacked onto your account.

## ***Absences:***

Class attendance is important for the student's progression throughout the dance season. It is not recommended for students to miss excessive classes. You may make-up missed classes in other classes that fit the dancer's age and skill level. Missed classes are not refundable. Tuition is still due to hold the spot for your child. There are no refunds if you drop a class(es) in the middle of the month, choose other activities over dance class, or simply skip class. We request that a parent call or email the studio to inform the teacher and staff of any absences, illness, or problem a student might be having. If your child has a contagious illness please keep them out of class until they are recovered and can participate fully without relapse. If your child is injured, we recommend the student sit in for their class until injury has healed and the student can continue with class activity. In the case of serious illness or injury, that would require students to miss a month or more of class, tuition might be waived. (this is determined by the staff on a case-by case basis).

## ***Dropping/Adding Classes:***

If a student would like to add a class after they are already enrolled, they are welcome to do a free trial class, at which time they must inform the instructor that they are trying the class. After the free trial, if you'd like to add the class to your schedule you MUST inform the office. Any extra tuition associated with the class will be due upon the addition of the class to their schedule, but will be prorated if it is in the middle of the month. If you have paid a month's fee and drop during the beginning or middle of the month you will not receive a refund. You may however, finish the rest of the month and drop at the end of that particular month. If you drop classes in the middle of the month and have not paid for that particular month you will still be responsible for tuition at your normal monthly rate for the entire month. When dropping a class, a 30 day written notice either turned into the office or emailed to the office is required for our record.

## ***Class Cancellation:***

L Mace Studios reserves the right to combine classes, change times, provide substitute teachers or replacement teachers, and cancel or combine any class if the class does not meet the minimum number of enrolled students to hold the class. These decisions will be made by the director.

## ***Inclement Weather:***

L Mace Studios **mostly** follows the Moore County School system. However, closings will still be determined by the director. Please check the website, Facebook page, and email to see if classes will be held. If you are still unsure, then contact the studio to be certain if classes are being held.

## ***Observance:***

Due to the dance space allotted for students and teachers, parents are not to stand or sit inside the classroom, unless given permission from an instructor. Instructors may open the dance room door or invite parents in for a special observation whenever they see fit. This is up to the instructor's discretion.

## ***School Calendar:***

We try to follow the closing of school for major holidays, but obviously can not miss everyday that they are out of school. If you are unsure of which days we will be out, refer to the calendar that is given out in the beginning of the year.