

Studio Policies for the Students and Parents of Ensemble Arts

TUITION

To make paying tuition easy as possible, knowing everyone's busy schedules, we are now requiring a credit card on file from all families. You can still make your monthly payments **on time** with cash or a check. However, if you are late past the due date of the 8th each month, we will charge your credit card your tuition payment on the 9th without the \$20 late fee. This will save you time and money. **There are now NO convenience fees with credit card payments.** We can also automatically make your monthly tuition payments each month on the 8th for your convenience. If your credit card is declined for any reason there will be a \$20 late fee on all credit card transactions.

We do understand that some families might not have a credit/debit card to put on file. If so, then Ensemble Arts will require you to make your tuition payments on a "bi-monthly" or in other words two months at a time. The fee schedule will start with a payment in **September** for September/October, **November** for November/December, **January** for January/February, **March** for March/April and **May** for May/June. These payments too, are subject to a \$20 late fee if not paid by the 8th of the payment month above in **bold writing**.

Tuition policies will be strictly enforced to ensure the studio runs to the best possible level of customer service and efficiency. Tuition fees are based on a ten month plan and the same monthly fee is due regardless of how many classes are held in the month or missed classes due to vacations, sports, school events or a brief illness. Any missed classes can be made up during our regular school year in the appropriate age and level class.

Tuition is non-refundable and non-transferable unless there is a valid documented medical condition or emergency which forces the student to miss more than 5 weeks of consecutive classes. If you need to withdrawal, you must officially withdrawal from class with an email to Ensemble Arts within 24 hours and only from that day of notification your paid remainder of tuition for that month will be refunded. If you **do not** notify us in 24 hours of withdrawal, there will be no refund.

Extras, such as dance events, trips, parades, performances and competitions are the choice of each individual family. If you do not wish to participate we support your decision, but ask that you do not speak negatively of it as many children love the extra activities and performance experiences. All tuition MUST be current in order to participate in any extra event organized by Ensemble Arts. If you make a payment for an event and not pay for tuition we reserve the right to ask you not attend the event until all tuition is current.

Late and delinquent tuition payments slow down the efficiency of any business and these new policies we believe will help improve and maintain our school's level of commitment and success. Thank you for your cooperation and business.

Dance Recital/Recital Costumes Our annual dance recital will be either the 3rd or 4th weekend in June. You will be notified in January 2015 what weekend the recital will take place. If you participate in the recital you will need to purchase a costume that will cost between \$58 and \$64 for each class your child is enrolled.

Costume payments are due by November 15th You may pay monthly for your child's costumes or all at once on the 15th of November. Payments made after November 15th will cost 10% more per costume as per the manufacturer.

Your child will be measured and we guarantee a basic fit. Even though we try the costumes on at the studio, you **MUST** have your child try their costume on within a week of receiving it and let us know **IMMEDIATELY** of any issues. After that time period we cannot do anything about fixing it or getting another. These are not custom costumes and might need minor adjustments which will be the responsibility of each parent.

Costumes will be given out as they arrive, but only if your tuition is current. Parents must come in and sign out each costume they purchased. No child will be allowed to perform, if tuition is not paid in *full*.

*There is **no recital production fee**, however, **EVERYONE MUST purchase a ticket in order to see their child perform even if they are only in one number NO EXCEPTIONS!** Recital Tickets will not be sold unless June Tuition is current. Current tuition helps to keep great costumer care and programming at its best!*

STUDIO ETIQUITE

Students may be dropped off at the studio 15 minutes prior to class, not earlier, unless arrangements have been made with their teacher. Timely pick-up after class is imperative as a teacher may have to leave the studio after their scheduled teaching time. A phone call is required if a parent/ guardian is to be more than 15 minutes late.

Students are to wait in the lobby for their parent/guardian to pick them up and not to go outside of the lobby until they arrive. We are **NOT** responsible for students who leave the building. All seating is to be in the lobby area **ONLY**. **No chairs are permitted in the hallway by the order of the EHT Fire Dept.**

Parents are encouraged to drop their children off at the studio and return 10 min before their class or classes are finished. The lobby is available for you to wait, but only if the lobby remains quiet and there are positive and respectful conversations. Our goal is to promote a stress free and enjoyable studio environment for everyone. We try to encourage this, but cannot be held responsible for conversations that might conflict with your personal opinions. Intentional property damage by a student or sibling of the premises of Ensemble Arts will be the financial responsibility of the parent/guardian to repair.

Children are **not** permitted to run in the lobby, hallway or dance studios. This is for their protection and the safety of others. Children are not permitted in empty studios without the permission of their teacher. Mutual respect between our faculty, students and parents at Ensemble Arts is expected of all. Any disruption by a parent/guardian during class will not be tolerated. All issues must be brought to the attention of Miss Margot and a private meeting will be scheduled.

There is to be **NO BULLYING or HARRASSMENT** of students or parents at Ensemble Arts. Inappropriate language or physical assault on any student or parent at the studio will be grounds for dismissal from our school. Students bullying via Facebook or any Social Media is not permitted at the studio while using their cell phones. Although we cannot control or be responsible for this behavior, in any way *outside* the studio, we encourage parents to be aware of any negative behavior.

The use of alcohol or drugs is strictly prohibited at Ensemble Arts or at any facility where functions such as dance recitals, special performances or events that are held.

DANCE ATTIRE AND HAIR

All students **MUST** have some sort of a dance bag and their belongings **MUST** be labeled. Ensemble Arts is **NOT** responsible for any lost or stolen personal property. Do not let your child bring in expensive items that could be lost, broken or stolen. Students must bring their personal belongings home each day. Items left in the studio for more than two weeks will be donated to Goodwill.

Proper attire and secured hair will be MANDATORY to attend class. All students must wear dance clothes and proper dance footwear (not socks) to be allowed to participate in dance class. Failure to have these requirements met, in a reasonable amount of time, may have your child not participate in class till they have the proper uniform.

ATTENDANCE

Regular attendance is very important for the growth and maintenance of any dancer. We must have a phone call, email or text letting us know of an absence of 2 weeks in a row or more. During the months of February through June, we will be teaching the recital choreography. **Excessive absence** during this time might result in your child not knowing the choreography and placed on stage where she/he can follow the other students. This is not a punishment just the best way to ensure all know the routine.

We will make every effort to help catch the student up by you recording the dance and having them practice it at home before they come back to class. We can also provide the music for practice

and extra help at the availability of their teacher's schedule and studio space.

We encourage your child to be diverse in activities, however, to give us the respect and consideration of the classes you have enrolled in and committed to at the beginning of the school year at Ensemble Arts.

COMMUNICATION

Parents are **responsible** for keeping up to date with Ensemble Arts tuition and communications. Nothing is discussed or decided in the lobby, so if you do not sit in our lobby you will not miss any important information. All communications will be sent home with your child as a hard copy, posted on our web site, posted on our Facebook page or emailed to you personally. So please check these methods of communication or stop in and see the front desk once a month.

Thank you for your time and reading this information. We appreciate your business and educational relationship with your children. As always, we look forward to another great year of learning and fun. Ensemble Arts is passionate about the Arts and the experiences that we provide. We hope you and your family enjoy them too!

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