



## The Dance Station 2019-2020 Policies & Procedures

*TDS Policies and Procedures are devised in an effort to offer our Dancers & Families an organized, friendly and positive experience. By enrolling at The Dance Station, Families agree to adhere to all TDS Policies & Procedures.*

### COMMUNICATION

We work diligently to keep Families well informed. Info is provided on [www.thedancestation.ca](http://www.thedancestation.ca), in our eNewsletters & on our Bulletin Board located in the Lobby. Please read all TDS communications carefully. **It is the responsibility of the dancer/parent to stay current on studio policies, news & events.**

TDS Newsletters provide important reminders, recital, costume and studio information. Newsletters are emailed to our distribution list, posted on our website & Bulletin Board. To be added to our distribution list, please email [dancestation@thedancestation.ca](mailto:dancestation@thedancestation.ca).

We have found email correspondence to be most efficient for our dance families. Please ensure that we have your correct email address throughout the year. Please note that TDS does not give out faculty contact info. If you need to speak to an instructor, please call or email the studio. For any questions, feel free to contact us by calling the studio 905 632 5608 or emailing us directly at [dancestation@thedancestation.ca](mailto:dancestation@thedancestation.ca).

Dancers should make every effort to attend class every week & notify the studio in advance of an absence.

If your child has an injury or medical condition, please inform the teacher in advance or indicate on your TDS Registration Form.

### STUDIO, LOBBY & CHANGEROOM AREAS

**Please help us maintain a quiet, respectful lobby area. Young children must be supervised by a Parent at all times** in the waiting areas. **Parents are responsible for Dancers before & after Class.** Dancers are to arrive no earlier than 15 minutes prior and are to be picked up no later than 15 minutes after their class.

Dancers should arrive dressed according to the Dress Code. Hair pulled back off the face neatly and no dangling jewelry.

**Parents and Siblings are not allowed in studios while classes are in progress.** Out of respect for Dancers who are waiting for their class to begin, we ask that Parents and Students do not approach Faculty between classes. Parents must make an appointment to speak with an instructor.

Please remove wet shoes/boots at the front door and place them on the shelving provided.

Only water is permitted in the studios. No food, juice, pop is to be consumed in the studios. Gum chewing is not permitted in the classroom.

Studios 1 & 4 have Viewing Windows. Blinds will be opened & closed at the Teacher's discretion.

### HOLIDAYS, ABSENCES & STUDIO CLOSURE INFORMATION

Holidays & studio closures are accounted for in the payment schedule. Classes are not rescheduled if cancelled due to inclement weather. Classes are not made up or refunded if Student is absent. In case of bad weather, Cancellation messages will be posted on our Twitter and Facebook pages.

### RECITAL INFORMATION

Families participating in our year-end Recital must adhere to our Recital Policies entitled, "Recital FAQs". Photos of dancers from the Dance Station may be used for advertising purposes. Please notify us in writing if you do not want your child included in TDS advertising.

### PAYMENT, LATE FEES & CANCELLATION

All tuition is due on the first of each month. An administration fee of \$35 will be applied to ALL OVERDUE payments and NSF cheques. Outstanding balances will be due upon notification of withdrawal. All accounts must be up to date in order to participate in the Year End Recital.

A \$30 Late Fee will be charged on all accounts over 30 days. If payment has not been received within 60 days, Dancers will not be permitted into Class.

### CANCELLATION POLICY:

**Registration fees are non-refundable. Costume Fees are non-refundable as of November 1, 2019. Competitive Costume Deposits are non-refundable and Family is responsible for full Balance of Costumes as of October 1, 2019. No refunds after January 31, 2020.** For all withdrawals from September 2019-January 2020: upon notification of withdrawal, families forfeit tuition of the current month. Only future tuition payments will be returned. There will be no reimbursement of a partial month of classes. **We strongly encourage Dancers to attend more than 1 class before withdrawing.**