

# **G2 Dance Factory**

## **Policies and Procedures**

### **Release from Liability**

By completing registration for classes at G2 Dance Factory, I hereby agree to assume all risks applicable to myself and/or my child while participating in any class at G2 Dance Factory Studio. I hereby waive and release any and all claims of damages for death, personal injury or property damage which I or my child may have, or which may hereafter accrue to me or my child, as a result of either my own or my child's participation in any class at G2 Dance Factory. I agree to withhold liability from G2 Dance Factory, and any of their instructors or volunteers by reason of death, injury or damages to persons or property, which my child or I may suffer while participating in class and while on the studio premises. G2 Dance Factory is not responsible nor liable for any personal items lost or stolen on the property.

### **Video and Photograph release**

I understand and agree that G2 Dance Factory reserves the right to take and use videos and photos of participants to be used for publicity purposes in G2 Dance Factory's annual dance recital program and/or any other media/marketing publications. I agree to allow G2 Dance Factory to use my child's and my own images or videos taken while participating with G2 Dance Factory without seeking any sort of financial reward.

### **Medical Emergencies**

I fully understand that G2 Dance Factory's instructors, agents, and employees are not physicians or medical practitioners of any kind. With the above in mind, I hereby grant permission to the G2 Dance Factory Staff to render temporary first aid to my child in the event of any injury or illness, and if deemed necessary by the G2 Dance Factory Staff to call emergency services to seek medical help. With the understanding that the staff at G2 Dance Factory are not licensed medical practitioners of any sort, I hereby release and waive G2 Dance Factory of all and any claims of personal injury or death to myself or my child while receiving temporary aid when it is deemed necessary.

### **Payment**

Tuition: Tuition is due by the day of your first class. Payment MUST be made in order to be in attendance to each class. We accept credit cards and personal checks for payment. Due to Covid-19, we are currently hosting VIRTUAL classes and will be unable to take cash or paper check payment. Please use the online registration links to make payments online using a credit or debit card. If you decide to pay with a debit/credit card, we have the ability to place you on Auto Pay, which will charge your card automatically on the FIFTH of each month. If you're utilizing the online registration, payment will be processed immediately. If you do not wish to be placed on Auto Pay, you must contact the Studio Manager by the FIFTH of each month. All families with students enrolled in on-going classes MUST have a valid credit card on file regardless if they are to use Auto Pay or not. Autopay can only be canceled by contacting our front office.

### **Late Fees**

Tuition that is not paid by the 5th of each month, is considered LATE. You may pay for classes early if you like. If tuition is not paid by the 5th of any given month, a late fee of \$15 will be assessed within 48 hours. If tuition is not paid by the 15th of any given month, a late fee of \$30 will be assessed and the student will not be allowed to attend classes until tuition and late fees are paid in full. After the 15th, your card on file will be charged. Note: you will be notified by email and given at least 48 hours to submit your payment before the card on file is charged. Please note that the first late fee will be assessed during this 48 hours of time given to submit payment.

### **Late Pick-Up Fees**

It is very important that you pick up your child promptly after class, especially if it is the last class of the day. If any G2 Dance Factory staff member must care for your child after their class has finished, there will be a \$15.00 service fee charged for the first 20 minutes and a \$10 fee for every 15 minutes after that. This will be paid directly to the staff member caring for your child. You will be sent a bill for this service. If you have an emergency and are running late for any reason please call the studio and let us know!

### **Cancellation Policy**

If you would like to cancel your classes, please do so within 24-48 hours of your next class time in order to not be charged for your class spot. If you are canceling a private lesson, please do so within 24 hours of your starting time so that we may give that spot to someone on the waiting list. Failure to cancel a lesson on time will result in a \$25 cancellation fee in addition to the non-refundable cost of the lesson.

### **Refund Policy**

There are NO REFUNDS OR CREDITS that will be given for tuition, registration fee, recital tickets, recital costumes, and any tuition related fees. If your child has missed several classes due to illness or injury, please come speak with Ms. Taylor about arranging the make-ups for those classes. These situations will be handled on a case by case basis as deemed necessary by the operating studio manager of G2 Dance Factory. There are no refunds for properly assessed late pick-up fees

### **Registration Fee**

Our annual registration fees are listed under our tuition tab and are due at the beginning of the season before the first class. If this fee is not paid by the tuition due date then your child will be dropped from their classes. This is a non-refundable fee. Please note that if your card is on auto-pay with us, this fee will automatically be taken out simultaneously with your child's tuition.

### **Pro-rating**

We do not prorate price classes for existing students. NO EXCEPTIONS WHATSOEVER. Missed classes will NOT be prorated. Please see our Attendance and Make-up Policy for further details on how to schedule make-up classes. Students starting classes after the second week of the month has ended may be considered for a prorated class price for the remaining two weeks in the month.

### **Returned Checks**

Any check that is returned will be subject to \$30 fee as well as any other fee applicable from your financial institution. Cancellation of classes: I understand and agree that G2 Dance Factory reserves the right to cancel any or all classes. Should a class be cancelled, we will provide an acceptable replacement.

### **Code of Conduct**

Every dancer, student, volunteer, and staff member is expected to be respectful of all students and teachers at G2 Dance Factory. Physical and verbal abuse of any kind is absolutely prohibited on the premises of G2 Dance Dance Factory and during any Virtual session. Bullying, name calling, and hazing are strictly forbidden. If a student disrupts the safety of other students in the class they will be asked to leave without any refund. All students must also show respect to the property of others and to all property and equipment owned and operated by G2 Dance Factory. Any intentional damage to or theft of such property or class equipment will not be tolerated and will result in the student's dismissal from class without refund. You may also be liable for any financial charges for any of the damages listed above. All G2 Dance Factory staff members and instructors will make sure the studio is a safe environment by upholding these rules and regulations. If a student does not abide by these rules, they will be asked to discontinue dance classes until they can apply appropriate behavior. At any time, we reserve the right to refuse service to students if any of the above rules and policies have not been upheld. G2 Dance Factory strictly prohibits discriminatory, prejudice, or racially motivated behavior of any kind. These sort of acts will NOT be tolerated and will result in a students removal from class as well as any legal charges that may apply.

**Dress Code:** All students must adhere to the dress code for the classes they are attending. Specific dress code requirements can be found under the Classes tab on the menu bar. Please label all clothing items and shoes with FIRST and LAST name of the student they belong to. Students' belongings should remain in their bag and at the designated location every class.

### **Attendance**

Attendance and participation in class is imperative for a dance student to progress. Proper technique and dance skills are accomplished through proper practice and patience. Advancement to the next level will not be possible if you have poor attendance. IF a dancer has inconsistent attendance, participation in the recital is solely at the discretion of the teachers and the studio director. There will be no refunds issued on missed classes, recital payments, nor on costume purchases.

### **Missed or Canceled Classes**

You or your child will be given the option to make up a scheduled class due to an excused absence. Excused Absences recognized as the following:

1. Any severe injury or death to a family member.
2. Any severe injury or death to self.
3. Seriously ill requiring a doctor's visit
4. Scheduled school programs or performances required for credit
5. Wedding or religious event (Needs to be planned AHEAD of time with your instructors and front desk)
6. Vacation (Needs to be planned AHEAD of time with your instructors and front desk)

When planning ahead for reasons 4,5,and 6, you MUST plan these make-up classes at least two weeks in advance with both your instructors and the front desk.

Classes may be made up by taking the same class (same style of dance and age/skill level) at a different time. Please visit or contact the front desk and your instructor to determine the right class. Refunds will not be issued for missed classes. Class make ups can only be used when the student is actively enrolled in the class and payments are up to date. If your student decides to drop for any reason and returns after any amount of time, your student will no longer be eligible to use their class make up. Any class make-ups must be completed within the month of the missed class. NO EXCEPTIONS!

If one of our staff members is unable to host a class, there will more than likely be a substitute teacher for the class. If G2 needs to cancel any classes you will be notified ahead of time and make-up options will be available for you.

If the studio is closed due to inclement weather, we may host the class online, or provide make-up opportunities depending on the situation.

### **Communication**

Throughout the year, there is a lot of information that is communicated to our families. We utilize several different ways to communicate information to our students and parents.

- Email – Please add [g2dancefactory2020@gmail.com](mailto:g2dancefactory2020@gmail.com) to your email list. We will regularly send emails and newsletter updates.
- Website – Basic studio info, including staff contact info can be found here. Please check our events page for updated lists on all activities happening at G2 Dance Factory. You will be emailed this calendar at the beginning of each month. iuyo
- Social media – We have a Facebook, Instagram, Youtube, and Twitter page that we update with events as well as team performances and other media
- Online Account - Each family will have an online account with a valid email address which you can log onto and check for updates and account balances. You will need to set this up once you register for classes.

### **Skill Level & Class Placement**

G2 Dance Factory and its instructors will place students in classes based on their skill level and experience. We here at G2 feel that it is important that the students are in the correct class level, rather than simply putting the dancers with students of their own age group. We ask for your respect and cooperation in regards to our expertise and qualifications in dance and allow us to place your child in the proper class. We want to see every student grow and learn as much as they can while training in our classes. When a class is too challenging for a student, they may not be able to grasp and learn proper technique. Likewise, when class instruction is too simple, a student may not stay engaged and may lose interest.

### **Dropping a class**

In order to avoid any late fees and additional charges, you must drop classes before the FIRST of the month by visiting the front desk. If you do not drop classes before the 1st of the month, you will continue to be charged monthly tuition as you are ultimately paying for a spot in a class of instruction that otherwise could have been filled with another student. Refunds will not be issued for failing to drop a class on time.

If you still owe any amount after dropping your class, the card you have on file will be automatically charged regardless if it is on auto-pay or not. If you drop between the first and the fourth of the month (before tuition is due), you will only be charged for the classes that occurred during this time. Please remember that you will still be charged even if your child did not attend class because you are paying for the spot in the class.

If you decide to drop a class between the first and the 4th of the month, you hereby acknowledge that the card you have on file with the G2 Dance Factory will automatically be charged the balance owed for classes taken prior to this timeframe as stated in the policy above.

Failing to show to a class does not constitute canceling or dropping the class. If you are on Autopay, your card WILL continue to be on file until you cancel or drop. You must connect with the front office to complete this process.

**COVID-19**

We are aware that dancing in close quarters is not recommended at this time during the pandemic. All of our classes are currently being held online. You will receive the meeting link and ID number prior to the start of class. Each class will be taught live and recorded for safety and reviewing purposes. By completing registration for dance classes with G2 Dance Factory, you hereby give G2 Dance Factory all rights and permission to record your child during these online sessions. We will update these policies as needed and with current updates from official healthcare authorities. Please note that taking virtual classes may not guarantee a student a physical spot in the studio class. You will need to transfer from online to in person when the studio opens up.