

### **DKC IS A RECITAL BASED DANCE SCHOOL - OUR TUITION IS MEMBERSHIP BASED AND OUR SEASON RUNS FROM SEPTEMBER TO THE END OF JUNE.**

Dance Kids Canada prides itself in being an honest and transparent company. Your children's happiness and well being is the reason we are in business and have been in business for over a decade. Help us continue to offer great customer service to you, the parent, and fun and fantastic dance lessons to your child by understanding and agreeing to these simple policies. These policies have been put in place to insure that every customer is treated fairly and DKC can run a reasonable business. Building a "studio educated" dance community is paramount to running a dance studio.

Dance Kids Canada is run based on a tuition membership system. Tuition membership continues unless it is cancelled in writing on or before the 28th of the month. Membership will automatically terminate at the end of June.

Absence from classes does not signify a member's withdrawal nor does it reduce your fees. You will be responsible for membership fees until written notice of withdrawal has been accepted by our Executive Director. The season is based on our program running from September to the end of June. Our classes are based on a yearly curriculum and not the monthly calendar. For example, we are closed for 2 weeks in December, but you do NOT pay less tuition in that month, you still pay the regular monthly tuition membership fees - all season long. Also, customers that join late are getting the benefit of joining the program late and should not expect reduced pricing or for the registration fee to be reduced.

Children are entered into classes based on the age they are on the day of registration (not by school grade or any other circumstance). The curriculum is specific by style and by age. A child only moves up a level if:

- a) They have had a birthday that pushes them into a new age category or
- b) The child has had an assessment which proves they have completed all required skills and they need to move up in order to continue to be challenged and grow as a dancer (subject to Artistic Directors approval and not the advice of any parent, student or instructor)

#### **Payments:**

OUR PREFERRED METHOD OF PAYMENT. We accept Visa, MasterCard or AMEX. Cards will be set up with reoccurring billing (AutoPay) and charged on the first of the month. If you start in the middle of the month, we will pro-rate your first payment to the first day of the next month.

**Other Optional Payments:** If you do not join our preferred AutoPay system you are obligated to voluntarily come to the desk and make your monthly payment. Failure to make your payment by the end of the 2nd week of the month will result in a \$10 penalty. After 30 days overdue your dance privileges may be suspended. Customers can pay by any of these methods, (a) Post dated cheques (b) Cash (c) Debit (d) Visa, Mastercard or Amex.

#### **Recital Costumes and Special Price Tuition: (\$55 / \$99 / \$150 per month)**

Dance Kids Canada (DKC) is a recital based dance school. We have over a decade of experience in putting on amazing shows and have painstakingly worked out the details of these shows. We choose to do it the way we do and have made conscious decisions on how we want things to go. Recital costumes are NOT retail clothing and should NOT be viewed as such. They are delicate and not designed as every day wear. They are designed to be used for the show(s). Customers that participate in recital(s) get special tuition pricing (which helps offset the cost of the costumes). While we will do everything in our power to make the costume process painless - ultimately customers are responsible for sizing and some alterations (which may be required) when the costumes arrive.

**Classes canceled due to inclement weather:**

It is a rare occurrence for DKC to close our studio due to inclement weather; however, if this does occur, membership fees remain constant. No refunds, partial payments, or adjustments should be expected.

**Student Absences:**

We understand illness and injury can occur, however, please be advised that, membership fees remain constant. No refunds, partial payments, or adjustments should be expected. If you expect student illness or injury will be prolonged, please formally withdraw from our studio and re-register at a later date.

**Instructor absence or substitution:**

This is an occasional occurrence at any dance studio, but in the event that an instructor is absent or there is a substitute instructor, membership fees remain constant. No refunds, partial payments, or adjustments should be expected.

**Suspension of accounts:**

Any account that goes past 30 days overdue is subject to suspensions, it is your responsibility to keep your payments up-to-date. Accounts that remain on suspension can be terminated at the sole discretion of Dance Kids Canada.

**Canceling your membership:**

You can cancel your membership on or before the 28th of any month. Once it crosses over into the 29th day of the month, you are obligated for membership fees the following month. We do not offer refunds. Our program is NOT drop in or pay as you go. It is a monthly membership that can only be stopped if you formally cancel it.

**Restarting a canceled membership:**

Once cancelled, restarting a new membership would require paying the registration fee again.

**Dance Kids Canada can terminate a membership at anytime:**

Memberships can be terminated at Dance Kids Canada's discretion at anytime. Such causes may be as a result of, but not limited to the following: behavior that at the discretion of Dance Kids Canada is disruptive to the studio, parents, teachers or other children, for non-payment or excessive late payments, as well as physical and/or verbal abuse of any person.

**Parent / Student Conduct:**

At DKC we have limited space to work with - our waiting rooms are "cozy". We very strongly request that parents keep conversations and on-site attitudes polite and civil. "Dance Mom" behavior will not be tolerated. Such conversations and activities are offensive to new comers and other families and creates an unwelcome environment in the studio. No parent has any authority to discipline another families child. Unruly children will be disciplined or expelled. No parent should question a teachers class or make corrective comments to the teacher or assistants. If you have ANY comments or concerns please direct them to Miss Amanda, DKC's Artistic Director. 416-422-5920 or info@dancekidscanada.com

Dance Kids Canada is not responsible for lost or stolen items. The lost and found will be emptied bi-monthly and it is your obligation to check it when required. Do not wait.

**Customers understand that Dance Kids Canada is not liable for any accidents or injuries that may take place in our care or in our facility.**

**Your first payment confirms that you have read, understood and accepted these Dance Kids Canada policies.**