

## **2023-2024 POLICIES AND PROCEDURES**

### I. REGISTRATION

- We assess a \$40 non-refundable annual registration fee for individual students and a \$65 fee for a family. This fee is due at the time of enrollment and each subsequent August.

### II. TUITION & FEE PAYMENT POLICY

All customers must have a credit card on file. Tuition is due on the 1st of the month; All tuition payments will be processed between the 1st and 3rd of the month using the card on file. If we are unable to process your tuition payment by the 10th of the month, a \$15 late fee will be added to your tuition amount and we will charge the card on file for the tuition amount plus the late fee on the 11th of the month. If tuition is still unpaid after the 11th, students will not be permitted to return to class until tuition is current. A processing fee of 4% applies to all credit card transactions. If you would like to make your tuition payment using a different method (online through the parent portal, cash, check, or separate credit card), payment must be made prior to the 1st of the month. Parents have the option to enroll in Auto Pay using a checking account (instead of a credit card) via the parent portal. The fee for this transaction type is just 1%. However we still require a credit card on file in the event of any unpaid tuition payments as described above.

- PBA reserves the right to try multiple charge attempts throughout the month if the card is declined on the 1st.
- Outstanding balances as of the 10th will result in a \$15 late fee
- Returned checks result in a \$35 fee and will be charged to the card on file
- Tuition is non-refundable and paid in full regardless of attendance during the month (e.g., absences, holidays, vacations, weather, etc.)

### III. OTHER FEES

- Auditions - We do not charge a fee for in-house auditions for PBA productions.
- Performances
- There are no fees for in-house demonstrations.
- End-of-the Year Production (full length ballet) – Participation is OPTIONAL; there is an extra fee to cover rehearsals, production costs and costumes.

### IV. REFUNDS

- Refunds will only be given if a class is canceled due to insufficient enrollment.

### V. PERFORMANCES & REHEARSALS

- End-of-the-Year Productions are OPTIONAL.
- Directors and/or choreographers cast all PBA productions and routines by audition and at their discretion.
- In-house demonstrations are for all students enrolled at the studio.
- Productions are open for all ages and all students enrolled at PBA or from other studios.
- Rehearsal times are set for Friday evenings and Saturday afternoons. Class times will not be used for Production rehearsals.
- Rehearsal schedules are subject to change. PBA does its best to make sure students notify parents of changes in a timely manner.

### VI. ABSENCES & MAKE-UP CLASS PROCEDURE

- Make-up classes are for students that miss class due to illness or injury.
- Make-up classes must be arranged with the Studio Administrator via phone, email, or in person.
- Make-up classes must be done in the same semester as the missed class. If a dancer does not make-up missed classes, they will not be carried over from Fall to Spring or Spring to Summer or Summer to Fall.
- Make-up classes may be taken in any class/genre at an equal or lower level.
- Please inform the office of anticipated or unforeseen absences as soon as possible.
- Make up classes are NOT GUARANTEED especially for classes with the maximum number of students enrolled.
- Student's tuition must be completely up to date in order to schedule and participate in a make-up class.

### VII. STUDENT DROP PROCEDURE

- If your student wishes to withdraw from any or all classes at Premiere Ballet Academy, a withdrawal form must be obtained from and returned to Premiere Ballet Academy by the 15th of the month PRIOR to the withdrawal in order to release financial responsibility.

### VIII. HOLIDAYS

Premiere Ballet Academy is closed for the following holidays:

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- Memorial Day
- July 4th
- Labor Day
- Thanksgiving

- Christmas
- New Years Day

#### IX. WEATHER CLOSURES & CANCELLATIONS

- PBA follows the Northeast Independent School District for inclement weather ONLY, not holidays. If a class is canceled for a reason other than weather, we will inform students as soon as possible by email and social media (e.g., Website, Facebook, and Instagram). We do not offer refunds for classes canceled due to weather, or forces of nature beyond our control. Please see our class make-up policy for classes missed due to cancellation for weather related purposes.

#### X. STUDIO ETIQUETTE FOR PARENTS/GUARDIANS

- Bring a positive and uplifting attitude to the studio.
- Be respectful to all PBA faculty and staff.
- Consistently bring student(s) to class.
- Drop students off no earlier than 15 minutes before class and pick them up no later than 15 minutes once class has ended.
- Prepare younger students for class with appropriate uniform, hair, etc. prior to arrival.
- Arrive in time for students to store belongings, use the bathroom, put on dance shoes, and otherwise prepare for class.
- Refrain from gossip, profanity, unsportsmanlike conduct, and negative conversation of any kind with other parents and/or students.
- Label all your student's dance shoes, leotards, skirts, etc.
- Do not enter a studio unless invited by an instructor.
- Refrain from interrupting class; deliver any messages for teachers or directors to the front desk. They will be happy to contact you after class.

#### XI. STUDIO & CLASSROOM ETIQUETTE FOR STUDENTS

- Be respectful to all PBA faculty, staff, and property.
- Tampering with or stealing another's property will not be tolerated.
- Adhere to specified class uniforms, including hair in a bun, correct shoes and no large holes or runs in tights.
- Respect your fellow classmates. Negative comments or actions towards another dancer will not be tolerated.
- Tardy students are asked to wait at the studio door until invited by the teacher to join the class. If the student is more than 20 minutes late, the teacher may ask the student to just observe rather than participate.
- We ask that students do NOT:
  - ~ Talk loudly or run in the hallways and common areas.
  - ~ Take dance bags into studios. Belonging should be placed in cubbies or dressing room.
  - ~ Eat food or chew gum in the studios (water only).
  - ~ Lean against mirrors or hang on barres.
  - ~ Enter studios without an instructor present or without permission.
  - ~ Wear street shoes inside of the studios
  - ~ Wear ballet shoes outside. Please wear regular shoes anytime you step outside.
- We REQUEST that the students:
  - ~ Wear cover-ups to and from the studio. This is for the safety of the dancer.
  - ~ Try their absolute best in every class.
  - ~ Bring a positive attitude and a willingness to learn.
  - ~ Have fun while becoming a better dancer.

#### XII. LOST & FOUND

- We are not responsible for lost or stolen items. All items left at the studio are placed in the lost and found box located in the dancer break area in Studio A side and Studio C side. Please check it often, as we empty it regularly and donate items to local charities.

#### XIII. SCHOLARSHIPS FOR MALE DANCERS

- Premiere Ballet Academy offers tuition free ballet training for male dancers ages 12 and above. This offer extends to ballet classes only. All other classes will be charged at the regular tuition rate.

