

Epic Arts and Entertainment

Studio Policies and Procedures 2018/2019

The policies of Epic Arts and Entertainment were designed to promote an organized, professional studio and create a positive learning environment for all our clients. Please adhere to all policies and procedures to ensure an epic experience at our facility. All instructors, guest artists and mentors at Epic Arts and Entertainment are professionals in their respective fields. We appreciate the opportunity to service your family with our love, dedication and knowledge of the performing arts and entertainment industry.

Arrival/Dismissal

Classes at Epic start and end on time. Please arrive early to get dressed and warm up before class. Any student more than 15 minutes late may be denied participation. It is imperative that all students are properly warmed up. Late arrival to class compromises a proper warm up and could therefore result in a student having to sit out.

All students must be signed in and out by an adult. Parents/Guardians must be present at the end of class to retrieve their student and sign them out. Students age 13 and older may sign themselves in and out at their parent's written request.

Please be on time to pick up your child. Parents that are late, after the last class of the night, will be charged \$1 per minute to compensate the teacher/manager to stay and supervise the child.

Dress Code Policy

All participants must have on the proper attire according to the class they are taking. Students out of dress code may be denied participation.

Ballet/Tap combo – Purple/lilac/lavender leotard, flesh tone tights, pink ballet slippers, black tap shoes; hair must be tied back and secure

Ballet – Purple/lilac/lavender leotard, flesh tone tights, pink ballet slippers; hair must be tied back and secure

Tap – Epic Arts T-shirt, black dance attire, black tap shoes

Jazz – Purple/lilac/lavender leotard, black jazz pants/shorts, all black dance attire, black jazz shoes

Liturgical Dance – TBD

Hip Hop – Epic Arts t-shirt, loose fitting dance attire, gyms shoes be creative, be trendy, be hip hop

Modeling – Attire may vary. Please refer to the modeling packet.

Master Classes – TBD

Acting – TBD

*There will be no gum or jewelry allowed during class.

*Dancewear orders can be purchased at the front desk.

Attendance and Make-Up Policy

Participants are expected to be at every class. If for any reason a participant must miss a class, they are allowed 2 make-up lessons a month for no additional charge. Make-up lessons must be taken within the month the initial class(es) are missed. Please consult your instructor for proper class placement for make-up lessons.

*Missed classes will not be deducted from monthly tuition.

Private Lessons

Private lessons are available with all Epic Arts and Entertainment staff. You can register for private lessons at the registration desk and then set up your appointments with the instructor of your choosing. Cancellations must be made 24 hours prior to lesson.

Tuition/Late Fees/Returned Checks/Registration Fees

Tuition is due by the 7th of every month. After the 7th, there will be a late fee of \$20 assessed to the account. If the tuition and late fee are not paid by the 15th, the student will not be allowed to participate in class.

Clients on autopay can expect tuition to be charged anytime between the 1st and the 7th of the month.

Payments can be made by cash, check or credit card. There will be a \$35 NSF fee charged to any account with a returned check.

Registration Fees are due at initial registration and is good for one calendar year.

Refunds/Cancellation Policy

It is our desire to retain all our students and to give our patrons the best service in the area. If you are experiencing a conflict or concern, no matter how small, please meet with one of the studio directors to resolve any issues. If you still wish to cancel your agreement with Epic Arts and Entertainment, you must submit your request in writing. Epic will have 7-10 business days to respond and issue a refund. *There will be no refunds for services rendered.

Parent Observation

Because it is imperative that our students earn the trust of our instructors, we have a no parents in class policy. We will have select observation days throughout the year to allow parents to come into to class and see what their child has been learning.

Snow Days/Holidays

Epic Arts and Entertainment generally operates on the mall hours. We will occasionally close or cancel classes for special events, holidays or inclement weather. You will be notified by phone, letter, email, social media and/or text of any changes or cancellations to the operating schedule.

In the event of inclement weather, you will be notified by 1pm if classes will be cancelled.

Any classes cancelled by Epic can be made up by attending another class of similar level.

Communication

Communication is key in any healthy relationship. We will make every effort to keep all information easily accessible through monthly newsletters, bulletin boards, social media postings, etc. However, it is imperative that you are keeping up to date by reading the various outlets and responding and asking questions. Stay connected and engaged. Volunteer when necessary. Help us bring something special to the community by working with us and staying involved. Your support means everything to us and your child.

Performance Opportunities

We are a performance-based facility. Here, at Epic, we believe it is important for all students to use the skills and techniques they are learning in class for entertainment. With that being said, there will be variety of performance opportunities throughout the calendar year. It is expected that all students participate in the designated and/or scheduled performances, recitals, theatrical productions, special events, etc. assigned to an individual class or classes or studio as a collective.

Mandatory Fundraising

To keep our programming affordable, we must implement mandatory fundraising. We ask that all families participate in our quarterly fundraisers. Don't look at it as a task but as another way to stay connected and engaged to Epic and our mission to bring the entertainment industry to the community.