

Coronavirus FAQs

Please Note: In these rapidly changing times, some of our communication is based upon the information we had / have at the time. We have adjusted some of our info accordingly, as more details and newer information came to light.

Thanks for your gracious understanding as we navigate this, and remember we are all in this together! #WeGotThisWA #wewillgetthroughthisaparttogether #supportlocal
Q&A especially during the Quarantine...

**Q: Do we have to pay for December Tuition?
Or because of the Online transition can we be refunded for November or have it pro-rated?
Can we take a "break" from classes during the online "Covid restriction" period?**

A: The first answer is **YES** if you want to continue with us this year, and hopefully perform in the Christmas Recital Dec. 19.
Secondly, our policy is that tuition is non-refundable and not pro-rated (as is standard with all dance studios and most exercise facilities and educational modalities).

Good News: Please note that tuition pricing has gone down from our Phase 2 fees. Check the [tuition page online here](#).

By paying your tuition you are helping support us, your local business. You are helping us be able to uphold an online format and enable us to stay afloat during this extremely difficult time and promptly reopen when we are allowed. While our studio doors are closed, we will continue to have hard costs which include paying our rent (large expensive cost), paying our teachers to do online classes and administrative staff by building and maintaining our online format. We have put many hours into our online format including over 100 of our own Reflections online live & recorded classes. We have also partnered with other 3rd party dance studios to offer over 100 hours of live & recorded dance class instruction. We have also included online resources for watching,

reading and activities to participate in, on our Online Resources Page. We add and update every week!

We completely understand, and believe me, are the first to admit that online is just not the same as in person at the studio. We are aware that this is a short term solution to the problem and we hope it doesn't last long. We, more than anybody, cannot wait to open up our classes at the studio for all!

We are in touch with several Dance Studio Owner networks and this is what 90% of all other dance studios across America and Canada are doing right now. We know of many studios that amazingly are keeping almost 100% of their students doing this online format.

We are loving the online Zoom classroom format as we are able to interact with familiar faces and try to answer some questions and give feedback to dancers that are participating.

We do feel it's extremely important for our students to have that special (even online) interaction with their teacher at this time.

We are hoping almost everyone will continue with us Virtually at this time however if you definitely want to quit at this time you can communicate by filling out a [withdrawal form](#).

If you can't pay and have undergone financial hardship / loss of income due to Covid you may write us about it to be discussed.

Additionally as is our normal policy even with the Winter Break Dec. 21-Jan 2. December is usually considered a full tuition month because we take the 10 months of the year and divide it equally between each month whether it works out to have 2-5 classes that month.

We know that this has been a crazy year, and we appreciate you all respecting our policies that we have in place.

Remember that December's tuition is the discounted rate. All prices online have been modified, to reflect this change. If you have not paid tuition yet, please do so at your earliest convenience!

We assume that each of you are continuing on with us throughout the new year, as your enrollment goes all the way through June, unless a [Withdrawal Form](#) is submitted.

December 19th will be our last day of classes for the year 2020. We will restart classes on January 4th.

Feel free to utilize the Student Portal while on break and take extra classes! ;)

We hope and trust we will be back in the studio January 4th but if not we'll email before then.

Please note that we are still holding to our normal withdrawal policy of 30 days' notice, and payment for said 30 days. If you have missed any classes, or would like to withdrawal, you will have plenty of activities online to do! You will still have access to our [Online Portal](#), for as long as you have paid through. We have hundreds of hours of dance classes, coloring pages, fun activities, and more!

Q: How can I pay?

A: You can pay as normal by our [website \(PayPal\) here](#) or by mailing in a check. See more info on our [payment policies here](#).

Address:

REFLECTIONS SCHOOL OF DANCE
3922 148th Street SE, Suite 202,
Mill Creek, WA 98012

Q: If I withdraw, do I still have to give 30 days notice and pay for that month?

A: Yes, we haven't changed our policy. This policy is standard with dance studios, schools and fitness centers. It helps us in our budget and programming. The student and family can still have access to our online portal and online classes and dance resources during this month. However, an exception to the rule certainly can be made for those in financial hardship due to job loss from Covid-19, where this 1 month tuition fee could be waived or credit given to a month they are able to return.

Q: What about the Christmas Recital?

A: As of now, we are hoping that the restrictions will be lifted on December 14th to be back in class Dec 14-19, however we are still planning on doing our Christmas performance on December 19th (or 20th) regardless! See our [Facebook Event Page](#) for more info, and the latest updates!

Q: If I withdraw from class or "pause " class without tuition can I still be in the Christmas Recital if / when you open back up for studio classes?

A: No. Once a student discontinues training they are done for the season but they are welcome to join us again after the holidays. There may be a few exceptions to this rule, if someone is willing to pay for the missed tuition and classes.

Q: Where is my Virtual online class? Why don't I see it at my exact day & time?

A: Good Question! We are offering a consolidated schedule as we work out all the bugs in our season of uncertainty. The upside is, ALL students (& even other family members!) are welcome to watch & participate in all classes. (i.e. we might not be able to do every Pre-Dance class live however all Pre-Dance classes can still join and watch later the ones we post). You'll see the Online Live interaction is so fun as the teachers encourage the students and give feedback on their movement and progress.

More classes are coming that you can see on social media or in the Student Portal. The best way is to add us as a contact in the Zoom app so that we can

let you know. If you miss it live you can always see the recorded version [online](#).

We are open to change and adapting whenever we see the need arising.

We're trying to strike a balance of amount of classes in various age / levels and dance forms. We are taking the time to edit each of these videos and post up the recorded version for about over 100 videos now so far. We will ramp up the supply if there is more demand. You vote by you log in. We're still taking attendance. If 0-2 people only log in we might combine that class with another. If several request another class we can add more if needed.

Q: Can I or my child have live interaction with their teacher or the Director Miss Debbie? We believe this is valuable and needed.

A: Absolutely! We do see value in that too and that's why we're strongly encouraging our online platform. In our online platform (non studio) we have different ways of doing this.

Firstly, we have an open door policy that any student / parent can contact us virtually any time by phone, messages or even video call.

Secondly, logging in, watching and participating in live classes gives the opportunity for the teacher to interact and even check their technique progress in a limited way.

Q: When will Reflections School of Dance Studio open back up for regular classes?

A: We are not able to answer this concretely at this time. However, we are planning to open back up on December 14th, as that is the projected date for the restrictions to be lifted.

We'll keep every one posted on any changes that may need to occur.

Additional Information:

- NEW: Primary method of communication and “community” will be our Student Information/For Our Reflections Dancers Only, Portal (password protected). You should all receive a call from us by our “Calling Post” messaging system but if you did not, there is more info below. On this page (and 3 new pages as listed) we have more info on how to log in (like to Zoom) and see additional online classes. Please Note that we will not be putting as much of this information in our public online social media but for our registered students only.
- We absolutely are looking forward to having some online interaction with you as well as encouraging you to send in to us your photos and videos continuing to practice dance.
- From Friday’s email: We understand and respect any decision from a family who chooses to withdrawal from classes for the rest of the year. You can communicate by filling out a [withdrawal form](#).
- To see our answers on some FAQs, see our latest newsletter sent out, above.
- As mentioned in our previous newsletter, Spring Break has been cancelled.
- Of course some of you are wondering about your accounts and tuition so we ask that you refer back to our latest email info. We will also paste some info here: Of course we are extending more grace at this time and haven’t emailed any March invoices and are waiving any late fees at this time. We absolutely understand is anyone needs to

withdrawal at this time. We will work with each individual case situation. Of course it is our hope that our families would continue to support our ongoing efforts to revamp and launch our online model and stick with us as we continue to try our best to end this year well. We of course will continue to pay our teachers for their time working on some of these online videos because that's the right thing to do. Obviously many small businesses at this time are facing financial challenges and we want to support those as much as we can. Even some of our teachers do this as their only (or one of only) sources of income.

- Finally please see below a statement this morning in the press conference by King County Executive Dow Constantine.

“I also ask you to join me in supporting the arts. If you plan on donating to an arts organization any time this year, please do it now and take the time to donate to one of the many charities that's helping people who are employed in the arts to get through this period: people who have been put out of work, either because they're artists or because they work backstage in the arts to be able to pay their rent, to be able to put a meal on the table. And if your event is cancelled, whether it's a charitable event or an arts event, please don't ask for a refund if you can afford it. These organizations need those funds to get through this time right now. Consider your ticket a contribution to a worthy cause.”