

## Studio Policies

- Please add [sierravistadancecompany@gmail.com](mailto:sierravistadancecompany@gmail.com) and [no-reply@dancestudio-pro.com](mailto:no-reply@dancestudio-pro.com) to your address book. This is our sole source of communication. If you are not receiving emails please contact us immediately.
- All students must be potty trained. We cannot assist children in the restroom.
- The lobby is for sitting, observing and visiting only. When students are not in class, parents are responsible for their children's behavior and safety. Children are not permitted to play in the lobby at any time. For everyone's safety, the lobby floors must remain clear of toys, bags and other materials.
- Please no dancing, tumbling, running in the lobby. Space is tight. Save it for the dance floor 💜
- NO STREET SHOES ARE ALLOWED ON THE DANCE FLOORS. Please remove your shoes prior to entering the rooms.
- If student has "Wait time" between two classes:
  - 0-7 years old-** are **not** permitted to be left alone without adult supervision at any time.
  - 8+ years old-** must sit quietly with an activity from home. Wait time cannot exceed more than 60 min between class. If a student is disruptive, parents will be notified to stay at all times.
- Siblings may not be left unsupervised to wait for a student while the student attends class.
- No food, drink or gum in the dance studio (water only).
- Please keep conversation in the lobby positive and up-beat. Negativity does not provide for a healthy environment. **We are a drama free studio.** Please respect all peers and staff. Negative behavior by a student or parent will not be tolerated.
- Parents must walk children 12 and under to and from the classroom.
- A vacant studio is not to be played or loitered in.
- If a student arrives more than 10 minutes late to class, the student may be asked to observe. Without proper warm-up, students risk injury.
- Students may not leave before class is concluded without prior arrangement with the instructor.
- Students must be picked up on time after class. SVDC is not responsible for students outside of class time.
- Family and friends are asked to remain outside of the classroom at all times. This is beneficial for the student and class progression because it provides a safe and non-distracted environment (see Observation below).
- Please send an email when your child will not be in class.
- SVDC is not responsible for personal property.
- SVDC reserves the right to refuse service to anyone.

## Tuition Policies

- Tuition may be paid with cash the 1st-7th of each month. Please put payment in the tuition box located in the lobby **OR** autopay with convenience fee will be charged to the card on file on the 8th of each month.
- Dancer withdrawal follow the steps below in red
- Based on the school year schedule, tuition is the same amount every month regardless of how many classes fall within that month. Tuition rates are based on a 4 week month. If you begin in the middle of the month, you have the option of making up the missed classes by another "Same age" class. Months with 5 weeks balance out the months that only have 3 weeks due to studio closures such as holidays, breaks and performances.
- Tuition is non-refundable, non-transferable and refunds will not be given for any reason.
- No refunds for missed classes; however, make-up classes can be arranged within any similar level and age group. Please email the studio to set up.
- There is a \$15 late payment fee for declined or expired cards/delinquent accounts. Late fees will be assessed on the 8th of each month and the student will be held out of classes until the balance is paid in full.
- In support of "Going Green" SVDC does not send out paper invoices for tuition; however, we will send a tuition due email on the first of the month and a reminder on the seventh of each month. We do not offer refunds, credits or transfers for partial classes or classes not taken.

### \* Class Withdrawal Policy and steps

If a student chooses to discontinue any or all classes during the year, a parent or guardian must log into their parent portal account.

Follow these steps:

1. Log in: <https://sierravistadanceco.com/account-login>
2. Click students/parents name at the top
3. Select "Students"
4. A list of your students and classes will appear. Select the drop down arrow
5. Listed within that box at the bottom is : "Drop this class"
6. Select that option and fill out the reason. Press "Submit"
7. Your class is now dropped. To discontinue all classes, follow steps 4-6.

Withdrawals **MUST** be completed **prior** to the upcoming month. In the event a withdrawal is not done prior to the upcoming month, the student is responsible for the following month's tuition. There are no refunds given to students that discontinue taking lessons at any time during the month.

## Observation

In order to keep distractions to a minimum, only students are allowed in the classroom. When we get closer to performances, we will welcome the parents and the last 5 minutes to observe routines and film for at home practices.

## **Studio Closures**

Holiday/Studio breaks will be posted in our monthly newsletter.