



Studio Policies

NEW COVID-19 Policies

- In order to stay CDC-compliant, and keep everyone safe (our #1 priority), we have implemented new policies.
- Only students, faculty, and staff are allowed inside the building during class hours.
- ALL students, faculty, and staff must wear a facemask into and out of the building and while sitting in the lobby.
- Temperatures will be taken before students enter the building.
- ALL students, faculty, and staff must sanitize before, during, and after classes.
- The front door will always remain locked with only the office staff opening and closing the door. (please remind students not to touch door)
- Students should use the restroom before coming to the studio.
- Students should not bring any bags into the studio. Only bring the shoes that you need for class.
- Students may not change at the studio. They must come ready to dance.
- Students will be dropped off and picked up outside of the studio.
- Students will not be released until parent/guardian can be seen from the door.
- Parents may wait in their cars or at the picnic tables while maintaining proper social distancing or return at class dismissal time.

General Policies

- *Middleburg Academy of Dance is not responsible for personal injury. Participants understand that there is a risk of injury in all physical activities.
- *M.A.D. reserves the right to revise the curriculum and schedule at any time.
- *M.A.D. reserves the right to cancel classes for any reason.
- *M.A.D. is not responsible for lost, stolen, or damaged items. Please check lost and found for missing items. Lost and found items will be cleaned out monthly and donated to a thrift store.
- *No street shoes, hard soled shoes or sharp heeled shoes are allowed in the dance studios.
- *For student safety, no jewelry (this includes earrings) is allowed while participating in classes.
- *No food, gum, or drink allowed in studio. Plastic bottles with screw top lids are allowed in the cubbie area.
- *Fees can be paid through the parent portal to keep our environment contactless. (4% convenience fee for all card payments.
- *Students should be dressed in required attire with hair in a neat bun and out of the face. It is important to be in the correct attire/hair during class so that instructors can look quickly and easily to assess the student's movement and make the necessary corrections without the distraction of messy hair or incorrect uniform.
- *Students should arrive 1-2 minutes before class begins and be picked up promptly after class ends.
- *Make sure students use the restroom at home before class begins.

*Students causing disruptions in class, such as but not limited to ignoring the teacher, constant talking, goofing off, refusing to try, and talking back, may be required to do physical fitness activities to refocus their attention, sit quietly in the class, or sent out to the lobby for an appropriate amount of time and/or have parents notified. If the disruptive behavior continues at the next class, a meeting will be set up with parents. While this is not our preference, if the behavior persists the student could be withdrawn from class.

Refund Policy

There are no refunds for any reason. Only tuition can be credited for future classes. Credits cannot be used after recital.

Late Fee

-A \$25 late fee will apply for tuition payments received after the 1st of the month and all fees paid after their due date.

-All returned checks will incur a \$35 NSF fee.

Transportation Policy

-Any student requiring a special pickup from school or home with permission of the Director could be charged a \$15/pickup transportation fee.

-Student must have a transportation waiver signed on file with the studio in order for us to provide transportation.

Attendance & Tardiness

-Your child's attendance in class is very important to their peers and our teaching staff. As a member of the class, it is a commitment for you to ensure your child attends their classes on time each week and attends all lessons planned for them. Not only do absences impact the recital routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group class.

-If you know ahead of time that your child will be absent due to holidays/vacations, commitments, or school trips please let us know ahead of time, so the class impact is minimal. If your child is too sick to attend class, we ask that you inform our staff as soon as you can so they can let the teachers know and preparations can be made to catch up on any missed work.

-Any student who is late for class 10 minutes or more must receive permission from the front office to enter the class.

-If you wish to withdraw from classes at Middleburg Academy of Dance, it is a requirement that you notify the studio in writing 30 days prior to the start of the following month. Families are responsible for all enrolled class fees regardless of attendance.

-If students wish to catch up on choreography, private lessons are available at the instructor's convenience. Private lessons are charged at \$30/session for one student; \$20/session for 2 students; \$15/session for 3 students. (session = 30 minutes)

Costume Policy

-Costumes remain the studio property of the studio until recital. Students must be current in all tuition and fees to take costumes home at recital time. Students registering after the costume payment due date will be required to pay costume fees at registration. If a student withdraws before recital and paid for costumes, the student must wait until after recital to pick up costume(s). It is the responsibility of the student's family to Contact office to make arrangements to pick up costume(s). Costumes not picked up within one month after recital become the property of the studio and will be donated to charity or used for other events.

Withdrawal Policy

-Written notice is required at least thirty days before the beginning of the month, to discontinue any class or withdraw from the studio.

-A parent/guardian must inform the office staff in person and complete/sign a withdrawal form provided by the studio office. Emails, phone calls, or conversations will not be accepted as a form of withdrawing.

-Students attending classes within the month are required to pay for that month. For as long as a student remains on class roles, payment is still due.

- Once withdrawn from classes, students must re-enroll and pay registration fee of \$40 to return to classes.

Performance attendance

-Students must arrive at performances at the appointed time and location as well as in the correct attire, hairstyle and makeup. Students arriving late and/or out of costume/hair/makeup may not be allowed to perform. Excessive absences after February may affect Participation in the end of year performance.

-Students must attend all their scheduled classes the week before a performance in order to participate in the performance. Also, Dress Rehearsals are mandatory. Any student not attending dress rehearsal will not perform unless special permission has been granted.

Performance Makeup

-Stage Makeup is required for all performing students. The purpose of **stage makeup** is to add color to the skin and to exaggerate the features, making them clearly visible to the audience. Proper application will ensure that the eyes and lips are clearly visible to the audience fifty feet away.

-Required make up is as follows: foundation in one shade darker than skin tone, plum (recommend cover girl classic plum) blush, red lip stain with lip liner, pink or neutral brown eye shadows, black eye liner, black mascara.

Dress Code Policy

-Why is there a dress code at Middleburg Academy of Dance?

-The studio dress code makes it easier for the faculty to see the students' bodies so they can make the appropriate corrections.

-Learning to work together and work as a team is accomplished more easily with the removal of distraction caused by different attire.

- Young dancers are often distracted by their own dance attire. Tutus and colorful leotards can become the focus, rather than the instructor.
- Choreographing is much easier for faculty when dancers are similarly dressed.
- Underwear should not be worn with leotard and tights. Tights serve the same purpose and are much more comfortable when dancing.**
- Every type of class has a unique dress code that can be found on our website at www.middleburgacademyofdance.com/registration.

Social Media Policy

Middleburg Academy of Dance's Social Media Policy refers to all social networking sites, video/photo sharing sites, blogs, micro-blogs, wikis, podcasts, forums, instant messaging and geo-spatial tagging (for example, Facebook check-ins). Please see below for our regulations regarding Social Media and feel free to contact our office staff if you have any questions.

- Please remember that your anonymity on Social Media is never guaranteed and to exercise caution when posts, images, or videos identify children in your care.
- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Middleburg Academy of Dance staff, student, or families may subject to disciplinary or legal action.
- Should you wish to engage on Social Media while identifying as a studio volunteer or employee, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy.
- Any content revealing or referring to sensitive studio information is not allowed to be shared online.
- Intellectual property laws (for example, costume design and choreography) must be observed by all studio patrons when posting online.
- While affiliated with our studio, (for example, images of your child in Middleburg Academy of Dance shirt/uniform) we will not tolerate any posts that are racially, sexually, physically or religiously offensive.
- All matters pertaining directly to the studio - whether it is fees, scheduling, placements, or performance opportunities - may not be communicated via Social Media. We have an open-door policy and encourage all communication, complaints and/or feedback to be communicated to the owner directly.
- All matters pertaining to the Middleburg Academy of Dance Performance Company must be kept confidential. Photos or videos taken from rehearsals may NOT be posted online. Choreography, music, and costumes should not be discussed outside of the studio.

Required Studio Fees

- Membership fee-\$40/first dancer; \$25/each additional dancer (sibling)is due at registration.
- Performance fee is \$100/dancer and is due February 1st of each year.
- Costume Fee(s) is/are \$88/costume and is/are due November 15th of each year.
- Late fee of \$25 apply to all fees paid late.

Privacy Policy

-The information Middleburg Academy of Dance may collect from you includes your name, address, telephone numbers, email addresses, medical information, and perhaps credit card or bank details. We will also have on file the details of the products and services we provide to you as well as the status of your enrollment. We only collect information directly from our students or their parent/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

-We may occasionally use your information to promote and market to you the information we consider of possible interest to you unless you contact us and tell us not to do so. We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

-Information is stored securely in paper or electronic form and is accessible only by authorized personnel.

Communication Policy

-We know and understand how important communication is. Here at Middleburg Academy of Dance, it is our goal to respond to inquiries within 24 hours and we will never leave a query unanswered. You are more than welcome to contact the office at any time at 904-240-9556.

-Please leave a message if we do not answer; we will call back you as soon as we can.

-Our primary means of communication is via email. You will receive regular updates and important information via email so please ensure that you have provided the studio with an up-to-date email address that is checked on a regular basis. We are, of course, happy to include multiple email addresses per family, if you would like your correspondence sent to numerous recipients. Don't forget to add our email address, middleburgacademyofdance@gmail.com to your contacts so we don't end up in the dreaded Spam Folder!

-In the event of urgent information, (for example, unexpected class cancellations or performance changes) we will send an e-mail, SMS and/or telephone call to all families. So, for this reason, please make sure the mobile phone number you have provided to the studio is correct and up to date.

-We will frequently display important information, dates, and studio details on our notice board in the lobby, so please have a quick look when dropping off and picking up in case there is anything you may have missed. We are always happy to chat in more detail about communications you may receive from the studio, so if you need any clarification please don't hesitate to call or email.

Code of Conduct

-These policies are in place to ensure that everyone has a smooth, safe, and enjoyable experience. As always, we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's Code of Conduct.

-Families who do not comply with their fee or costume payment obligations may be charged a late fee and/or excluded from performances. External debt collection may occur when fees remain overdue and this will be at the expense of the client. Costume expenses are the responsibility of the parent and costumes will not be issued to students with unpaid class fees.

-No classes (including private lessons) or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class and if messages or food/drink/medication needs to be passed on to a student, it must be done through a Middleburg Academy of Dance staff member.

-Due to the COVID-19 we have implemented new procedures to help keep our dancers, staff, and faculty safe. For this reason, the front door will always remain locked. Only dancers, staff, and faculty will be allowed into the building. We encourage all adults to monitor themselves and their children and keep them home if they are sick. We now have virtual classes, so your dancer doesn't have to miss class while they are sick.

-Please make sure your dancer has used the restroom before coming to dance. We are limiting access to the restrooms except for emergencies to help keep dancers healthy.

-Students must be dropped off (walked to the door) and wait until let into the building. All parents must wait in their cars or outside of the studios until classes have been dismissed.

-We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact the studio immediately to inform us of the situation so we can keep your child calm and safe until they can be picked up.

-We have an "open door" policy here at Middleburg Academy of Dance and want you to feel comfortable coming to us with anything. We would appreciate all questions and/or concerns to go through the office staff so as they can be addressed in a timely and accurately manor.

-In the rare case of a parent or student showing disrespect or defamation to any parent, staff member, or student, a meeting will be called immediately, and dismissal may be considered at the discretion of the Owner. Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

-Middleburg Academy of Dance takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio when possible. We also highly recommend that you mark all dance shoes with your child's name since most students wear same brand and size dance shoes.

-Only private lesson students are permitted to enter solo competitions and it must be with the permission of their teacher and choreographer. Middleburg Academy of Dance management reserves the right to change teachers or timetabling when necessary at any time throughout the year.

-Choreography, costuming, and studio policies remain the intellectual property of Middleburg Academy of Dance and may not be reproduced or sold by any students, parents, or staff without permission from the owners.

Natural Disasters/Acts of “God”/Pandemics

-In the event the studio is forced to close due natural disaster, fire, theft or destruction of property, pandemic, government order or an “Act of God”, tuition and fees paid to the date of closure are not refundable. The studio reserves the right to stop all in-person classes at the physical facility and resume service virtually. Families will receive communication to access virtual/on-line classes. Classes may be combined by age and/or level at the determination of the studio owners. Tuition will continue to be charged at the full amount if the studio is required to move to virtual classes only or a hybrid of virtual and in person sessions. Exceptions will be determined on a case by case basis.

-In the event that the studio is unable to host a recital at a theater/auditorium due to unforeseen circumstances such as pandemic or natural disaster, the studio will make every effort to offer, but not limited to, 1) alternative recital date with the same calendar year if possible, 2) offer a virtual recital, 3) offer an in house recital. Studio Director will determine the best format based on the circumstances as well as the safety of staff, students, families, and the community. Performance fees cannot be credited to dancer’s account if the studio offers an end of season performance opportunity. If the studio is unable to offer an alternative performance, a credit will be given for the following season if you remain a member (pay tuition) for the entire season of the unforeseen event. If you withdraw from studio before the end of season performance date, the fees will not be credited.