

PROTEGE DANCE PROJECT

FALL PROGRAMING POLICIES

(Subject to change without notice)

Protege Dance Project's mission is to provide quality dance training and exceptional customer service. PDP is a small business with limited staff and office hours. We greatly appreciate the support received from our dance families. As you familiarise yourself with the following policies, please understand they have been carefully designed to ensure PDP is able to fulfill its mission and to ensure the best possible experience for our families. It is understood unforeseen situations may occur which are not addressed specifically by PDP's written policies. In such circumstances, PDP reserves the right to amend policies to address these specific and unique situations. For consistency purposes, any adjustment or amendment made will always be in alignment with PDP philosophies and take into account the fairness of all dancers and their families.

By registering, you are confirming the dancer and parent/ payor have read and are in agreement with all policies including payments and protocols made available in its various forms. Students under the legal age of 18yrs old (at the time of enrollment) must have a legal guardian register for them and agree to all policies and online waivers. This person will be financially liable for the student's fees.

TUITION FEES

- Annual tuition fees include all applicable discounts and taxes.
- Annual tuition fees are divided equally into 9 monthly installments Sept thru May. Payments are the same each month regardless of the number of classes in a given month.
- Tuition fees will not be prorated if registering mid month.
- Tuition fees are discounted on a sliding scale providing a break for families with students taking multiple classes.
- Each additional immediate family member residing at the same address (student with the lesser amount of hours) receives a family discount built into their fees automatically.
- The family discount does not apply to Homestay students. Any visiting international students must have a valid Canadian credit card and authorization from payroll to participate.
- Tuition fees are non-transferable to other students or between dance seasons .
- Once enrolled, September's fees are not refundable
- Refunds will not be issued for classes missed due to student sickness, vacations or other activity conflicts.
- All classes are subject to cancellation, with full refund, if minimum enrollment is not met.
- Protege Dance Project accepts Visa and Mastercard only.

REGISTRATION FEE

- An annual registration fee of \$40 per student is due at the time of registration.
- The annual registration fee for each additional immediate family member is \$20. This is due at time of registration.
- Registration fees are non refundable or transferable.

RECITAL FEE

This service provides families with unlimited access to high definition professional still images for download/print. Photos are taken at the Year End Showcase. Families will receive a link to our Year End Show Video.

- \$50 per dancer will be charged to all students March 15, 2024.

DANCE ATTIRE

Proper Dance Attire is required to be worn by all dancers. Dance attire requirements will be emailed to families and will be available on the PDP website prior to the start of classes. Dance attire is not included in student tuition. It is a separate cost. Dancers have until October 1, to obtain appropriate dance attire.

COSTUME PRE PAYMENTS

Pre-payments are applied towards the purchase of costumes on behalf of students performing in competitions, festivals and year end showcases. Students keep their costumes. This prepayment amount is deducted from final costume invoices that are charged to family accounts at the end of the dance season if applicable.

- \$110 per piece (adult or technique classes are exempt).
- Costume pre-payments are non refundable and non transferable as of November 1 and or if costumes have been previously purchased.
- Costumes pre-payments are processed on November 15, 2023.

ADDITIONAL FEES

Additional fees may include but are not limited to the following:

- **Studio Swag (Not Dance Attire)**
- **Festival / Competition Entry Fees**
- **Workshops**

PAYMENT INFO

- A valid credit card is required to stay enrolled in PDP classes.
- Protege Dance Project accepts payments by Visa or MasterCard only.
All charges including tuition fees, registration, costume, recital, festival/competition and/or additional fees will be processed to the credit card provided.
- First month's tuition and registration fees are due at the time of online enrollment.
- Automatic monthly charges for fall programming will be processed on the first of the month beginning October 1. Final tuition payment is processed May 1.
- Families will receive payment receipts via email once credit cards have been processed.

FALL PAYMENT PROCESSING SCHEDULE

- Upon enrollment - Registration fees processed - non refundable
- Upon enrollment - First months tuition processed – non refundable
- October 01 - recurring monthly tuition instalments begin to be processed.
- May 01 - Final tuition fees payment
- November 15 - Costume prepayments processed.
- March 15 - Recital fees processed.
- Nov/Dec/Jan/Feb - Festival/Competition Fees (if applicable)
- Mar/Apr/May - Additional Costume Invoices (if required).

NSF, DECLINED, LATE OR OUTSTANDING PAYMENTS

- Payor will be notified of any declined credit card payments via email.
- A second attempt to process tuition instalments will be made on the 10th of the month (with no additional fees).
- Accounts left outstanding after the second attempt will be subject to a \$45 administrative fee
- Any outstanding account amounts will be automatically processed on the next recurring billing cycle or at the discretion of PDP if falling outside of the billing schedule.
- Protege Dance Project reserves the right to submit overdue payments or accounts in poor standing to collection agencies.

ADMINISTRATION FEES

- There is a \$25 administration fee per class withdrawal (unless class is cancelled by the studio).
- Once registered a \$10 administrative fee will apply to any changes to student schedules ie class or discipline switches initiated by family or student.
- There are no administrative fees for students who wish to ADD classes.

STUDENT SCHEDULE ADJUSTMENTS

- ALL changes to student registration (switch or add) require written notice via email to [:info@protegedanceproject.com](mailto:info@protegedanceproject.com)
- Verbal communication is not valid for notice of changes.
- Instructors/assistants are not responsible for passing along verbal notice of changes to schedules from students.

WITHDRAWAL APPLICATION POLICY

- PDP has a **No Withdrawal Policy** as of **NOVEMBER 1** which is enforced without exception.
- The last day to withdraw from a class is October, 31, 2023.
- All withdrawal requests must be made in writing no later than October 31, 2023.

WITHDRAWAL POLICY DETAILS

- Once correct class placement is complete, students are registered for the dance season, September to May.
- First month's fees are non refundable/non-transferable. This includes registration and tuition installment.
- As of November 1, all students are expected to remain enrolled at Protege Dance Project for the remainder of the dance season ending May 31.
- As of November 1, any family choosing to withdraw their student from all classes will be charged the remaining season's tuition fees in full.
- As of November 1, any family choosing to withdraw their student from some but not all classes, will continue to be charged their full monthly tuition for all classes including those from which they chose to withdraw.
- Absolutely no refunds for withdrawals will be issued for withdrawals after October 31st, 2023. This includes but is not limited to: tuition, costume, recital and festival/competition performance fees.
- If withdrawing mid month no refunds will be issued.
- Dancers withdrawing in March, April or May will be charged a performance penalty of \$100 in addition to tuition and withdrawal fees.
- Instructors are not responsible for passing along verbal notice of withdrawals or changes to schedules from students.
- Any withdrawals that are eligible for a partial refund are calculated without discounts, promotions, scholarships and include all administrative fees.

CLASS WAITLIST PROCEDURE

Registration is on a first come, first served basis. Once full, a class is no longer visible online for enrollment and no one has the ability to enroll in the class regardless if it appeared on a student's pre approved list. To be added to the waitlist:

- Email the office info@protegedanceproject.com immediately to request your dancer be put onto the waitlist. Please ensure you include both your dancer's name and the name of the desired class.
- Dancers will be added to the waitlist in order of request determined by the date and time stamp on emails.
- We are unable to process any waitlist requests by phone.
- Once a spot becomes available, families will be contacted via email and have 24hrs to reply and confirm enrollment before the spot is offered to the next dancer on the waitlist.

STUDENT & PARENT CONDUCT AGREEMENT

- I agree to be respectful and kind to students and staff at all times.
- I agree to avoid engaging with gossip, hearsay or spreading rumors directly or indirectly through conversations, email, text messages or social media sites.
- Any behavior by student/parent to another student/parent or staff member considered to be emotional abuse, physical abuse, sexual abuse, harassment, or bullying will result in immediate dismissal (no refund).
- I will be respectful of our studio facility/venues, including: class rooms, lobbies, office space, outside entrances, parking lots and washrooms at all times.
- I agree to refrain from bringing any unnecessary items into the building and take with me what I bring in. **LEAVE NO TRACE.**
- I agree it is my responsibility to be mindful of the shared facility by keeping noise level to a minimum when outside of studios.
- I agree to respect the personal property of others and the studio facility and understand any theft or vandalism is a breach in the Law and will result in dismissal (without a refund).
- I will stay informed and act upon ALL information provided by the studio in its various forms (website/emails/newsletters/social media).
- We ask all dancers and parents to be on time for pickups & drop offs.
- It is my responsibility to be aware of dates made available by the studio that affect my dancer.
- I understand the Year End Show and Dress rehearsals are scheduled for May 23rd-25th, 2023
- I will ensure my dancer will be available to attend all dress rehearsals and year end showcases in May. Failure to do so will result in a performance penalty. This excludes Adult classes & Students attending their Dogwood graduation ceremony that directly conflicts with Year End Showcase dress rehearsals.
- I understand my dancer may be in more than one dress rehearsal and year end showcase if taking multiple classes.
- I understand instructors reserve the right to amend or alter class choreography if needed based on class participation.
- I understand regular attendance and participation in class throughout the year is encouraged unless the dancer is not well.
- I understand it is my responsibility to read and understand all the payments and policies PDP has outlined above.

Please keep in mind that kindness and respectful communication goes a long way around the studio. We want to foster a healthy and positive environment at Protege Dance project, free of any negative or destructive behaviours that lead to unnecessary conflict or drama. If there is ever a concern or issue regarding our policies and or your dancer, please feel free to approach us respectfully (administration staff only). We ask you not to approach our instructors, other students or parents regarding issues of concern. We will do our best to address the situation with understanding and offer our support and resolution options.

RIGHT TO REFUSE

Protege Dance Project (PDP) reserves the right to refuse business to any student or family. PDP also reserves the right to remove, withdraw, and cancel student registration for the following reasons (but not limited to):

- Outstanding or late payments (costume, tuition, fees or other).
- Behaviour or actions in conflict of the studios Student Safety Protocols.
- Disrespectful, negative, or inappropriate behaviour not in line with PDP's philosophies and conduct by either dancer or family member.
- Students and Families not complying with PDP's policies and procedures.
- Attendance, commitment and participation issues or concerns.