

Policies and Procedures

1. The Bisland Dance Centre Inc. offers full year dance programming (September –June). Tuition may be paid in full upon registration or as 3 equal term payments defined below:

TERM 1: Monday September 19th – Wednesday November 30th – (Term payment is due upon registration)

TERM 2: Thursday December 1st – Wednesday February 29th – (Term payment is due December 1st)

TERM 3: Thursday March 1st – Friday June 8th – (Term payment is due March 1st)

The same refund policy applies to both the full year tuition and the 3 term tuition payment

2. If choosing the 3 term payment plan and paying by debit card, cash or personal cheque, a valid credit card number must be presented at time of registration to be kept on file. If a debit card or cash payment is not made by the due date, or a cheque is returned NSF, tuition will then be charged to the credit card number provided at registration. If choosing the 3 term payment plan and paying by personal cheque, three cheques must be handed in at registration, one for the current term and two post-dated cheques for the upcoming terms.
3. All NSF cheques will be charged a \$10.00 fee.
4. Registration fees are non-refundable. Registration fees hold your child's place in their class and covers administrative, insurance and processing costs for the year.
5. Costume Deposits of **\$60.00 PER COSTUME** are due on October 15th and are not refundable after this date. The remainder of the costume payment is due on February 1st equalling **\$30.00 PER COSTUME plus the TOTAL HST on the full costume cost of \$90.00**. The total costume price for each class a student is registered in (not including Stretch, Exam or Hip Hop classes) is **\$90.00 + HST***. This costume fee does not include the cost of shoes, tights, make-up and hair accessories. Costumes will not be distributed unless accounts are up to date.

*Hip Hop costumes are priced at **\$60.00 + HST** per costume.

6. Recital tickets are not guaranteed with enrolment.
7. A student will not be able to participate in class if their account payments are overdue. The parent/guardian will be contacted prior to the student's next class if there is an outstanding payment and the parent/guardian will be notified that this policy will be applied.
8. Withdrawal – To withdraw from a dance class, parents/guardians must come into the studio to complete a Withdrawal Form. Voicemails and emails are not considered a valid withdrawal. If a student withdraws from a class before the term is complete, a refund will not be issued for the remainder of the term; however remaining term payments will be returned/not processed. For payments made in full and requiring a refund, a cheque will be issued to the parent/guardian and sent out within 5-7 business days upon completing the Withdrawal Form. Parents/guardians will be charged a \$10.00 administration fee if a refund has been issued.

9. Please inform the studio via email (info@reallydance.com) or voicemail if a student will be missing class.
10. Classes missed due to illness, personal reasons, etc, will not be made up and no refunds will be issued.
11. Classes cancelled due to snow days or emergency closure will be re-scheduled at the end of the dance season in June.
12. The Bisland Dance Centre Inc. is not responsible for notifying each client of a class cancellation due to bad weather. Please call the studio number, as a message will be left on the voicemail service by 3 pm Monday – Friday and by 9 am on Saturdays.
13. New students will not be able to register after December 1st for our regular season classes (September – June). Please note that The Bisland Dance Centre Inc. may offer January & March 8 week courses in the future based on enrolment requirements.
14. All students are placed in a class based on the discretion of the President of The Bisland Dance Centre Inc. according to their ability level and age. The syllabi followed by The Bisland Dance Centre Inc. is utilized and incorporated to determine the level and ability of each student.
15. To determine which age grouping the student should be placed in, the following guidelines as shown by the example below will be applied: *(a student is age 6 and is turning age 7 within the dance year [September – June])*
 - a. If the student turns 7 by December 31st of the current dance year, the student may enrol in the 7-9 yrs age grouping
 - b. If the student turns 7 January 1st or later of the current dance year, the student must enrol in the 6 yr age grouping
16. Students should arrive no earlier than 10 minutes prior to their class and need to be picked up within 10 minutes of their class ended. Our school is located in a public facility and instructors/staff are not responsible for students once their class is over.
17. At no time should a parent/guardian be in the studio unless they have been invited/permitted by the instructors. Parents should not interrupt or enter the classroom while a class is in progress.
18. If a student or parent wishes to speak with their child's instructor, please call or email the Office Manager, Teresa Gard (teresa@reallydance.com) to arrange an appointment. Instructors should not be questioned in between classes as this causes classes to run overtime.
19. No food or drink is permitted in the studio or changing area with the exception of water bottles. Water breaks will be at the instructor's discretion. Gum chewing is also not permitted in the studio for safety reasons.
20. The Bisland Dance Centre Inc. is located in a public facility and any parent/guardian choosing to wait for their child is responsible for themselves and any other people they bring with them
21. All students at The Bisland Dance Centre Inc. are expected to treat all instructors, directors, administrative staff, parents and other students with respect at all times. Behaviour such as: bullying, a poor attitude/effort, intimidation towards others, negative comments, etc., whether in person or through any other means, will not be accepted and will result in mandatory withdrawal from the remainder of the dance season with no refund.