

BOSTON DANCE INC PAYMENTS & POLICIES

(Subject to change without notice)

Please understand Boston Dance Inc (BDC) is a small business with limited office staff and hours. Although some of our policies may appear restrictive, they are in place to ensure that the least amount of time is expended on administration and the majority of our energy is devoted to our mission. **By registering you are confirming dancer and parent/ payor have read and agreed to all policies including payments and etiquette made available in its various forms.** We understand that there may be potential unforeseen situations that arise where written policies may not directly apply. In these circumstances, BDC reserves the right to adjust or amend policies that reflect our philosophies and operation protocols for consistency purposes.

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

Fees are calculated based on the total number of classes in a dance year. Payments remain the same regardless of the number of weeks in a month and are broken into 9 installments. First month tuition and registration fees are non-refundable and payable at time of online registration. There is no refund for classes missed due to student sickness, holidays, vacations or other activities. All classes are subject to cancellation, with full refund, if minimum enrollment is not met. Tuition fees are non-transferable to other students or between dance seasons. All fees for tuition include applicable taxes. See below for our Tuition Fee Rates. We accept Visa and Mastercard only.

REGISTRATION FEE

Annual registration fee of \$40 per student must be paid at the time of registration. This fee is non-refundable. For each successive family member the registration fee is only \$20.

MEDIA FEE

\$55 per dancer will be charged to all students. This provides unlimited access to high definition professional still images (taken during the year, in class and at dress rehearsals) for download/ print, and downloadable copies of Year End Showcase Video. Media Fees will be applied and processed to credit cards December 05.

COSTUME FEES

\$90 per performance class (adult, exam or technique classes are exempt).Company classes are \$180-\$270. Pre-payments are used for the eventual purchase of costumes on behalf of students performing in Festival, Competitions and Year End Showcase(s) which students get to keep. This prepayment amount is deducted from final invoices that will be charged to accounts generally in May. Students with costumes with a cost equivalent to the pre-payment will not receive an invoice. Generally costumes range from \$90 - \$125. Costume and tuition fees do not cover the cost of organizing, sourcing out or fitting time and is a voluntary service of our faculty.

Costume pre-payments will be charged to family credit cards November 20.

Costume pre-payments are non refundable as of November 1. And no costumes will be issued.

FESTIVAL / COMPETITION ENTRY FEES

Festival/Competition fees are non-refundable for any reason (including medical). These payments are made in advance by BDC to organizations on behalf of each dancer as required "entry fees". Families and students will be notified prior to December 15 if their dancer's class is scheduled to participate in festivals/competitions. Dancers must participate in the Year End Showcase if they are participating in festival and/or competition. Students participating will have these amounts charged to their accounts January or February. Families will be notified of their invoiced amounts and will have access to view via Family Login portal. BDC reserves the right to charge late fees and/or add payments to automated monthly credit cards charges if not paid by due date.

GENERAL PAYMENT INFO

- A valid Credit Card is required to stay enrolled in BDC classes. No exceptions.
- We cannot accept payment by: DEBIT/INTERAC, AMERICAN EXPRESS, PAYPAL, PRE-PAID CREDIT CARDS, E-TRANSFER, PRE-AUTHORIZED PAYMENT OR CHEQUE
- ALL charges for Tuition Fees, Registration, Costume, Media, Festival/Competition and other will be processed to the Credit Card provided.
- Payments by Visa or MasterCard only.
- First month tuition and Registration Fees are due and processed at the time of enrollment (and are non refundable)
- Subsequent automatic monthly billing payments will be processed beginning on the 1st of October through May 1st (9 instalments in total).
- Partial or full payments by Credit Card will be accepted after November 01 via online family login.
- Families will receive automated payment receipts via email once Credit Cards have been processed.

Families will be prompted to register with a valid credit card online using our "Family Login" portal. At check out (once pre approved classes have been selected) families will be charged first month's tuition and registration fee upon check out.

One time/partial payments (remaining account balance) - Will be allowed after November 01. A discount is not offered for paying the season's fees in full.

We are unable to hold, reschedule or change processing dates for any billing cycle.

ALL financial information is kept secured with up to date security protocols through our online service provider.

Families will have access to update all credit card account information by using the "Family Login" portal. Please make sure your credit card is always up to date including current expiration dates.

PAYMENT PROCESSING SCHEDULE

Upon enrollment - Registration Fees processed

Upon enrollment - First Months Tuition processed

October 01 - Recurring Monthly Payment Processing for Tuition fees begins

May 01 - End of Payment Schedule - Final payment for Tuition fees

November 20 - Costume Fees(s) processed

December 05 - Media Fees processed

Jan/Feb - Festival/Competition Fees (if applicable)

Apr/May/June - Additional Costume Invoices (if required)

TUITION FEE DISCOUNTS

All monthly fees are discounted on a sliding scale for students taking more than 1.5hrs of class time per week providing a break for families with students taking multiple classes. See Tuition Fee Rates.

FAMILY MEMBER DISCOUNT

Each additional immediate family member residing at the same address (student with the lesser amount of hours) receives a an approximate 15% discount off tuition. The family discount does not apply to Homestay students. Any visiting international students must have valid Candian Credit Card and authorization from payroll to participate.

TUITION FEE RATES

All rates include applicable taxes.

Refer to rates link on website.

NSF, DECLINED, LATE OR OUTSTANDING PAYMENTS

Payor will be notified of any declined credit card payments via email. A second attempt to process 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 and students will be automatically dropped from class(es). Payment will be required to reinstate the student's registration. Any outstanding account amounts will be automatically processed on the next recurring billing cycle or at the discretion of BDC if falling outside of the billing schedule. (BDC) reserves the right to submit overdue payments or accounts in poor standing to collection agencies if necessary. Families with outstanding accounts may have dancers participation from classes revoked.

ADMINISTRATION

There is a \$25 administration fee per class withdrawal (unless class is cancelled by the studio).

\$10 administrative fee will apply to any changes to student schedules initiated by family or student after enrollment is completed.

There are no administrative fees for students who wish to ADD classes.

STUDENT SCHEDULE ADJUSTMENTS

ALL changes to student registration (drop, switch or add) require written notice via email must be received by administration (info@bostondanceco.com). Please submit any changes by the 25th of the month so that your monthly billing charges will reflect changes made by the 1st of the following month.

Verbal communication is not valid for notice of changes.

Teachers are not responsible for passing along verbal notice of withdrawals or changes to schedules from students.

DANCE ATTIRE REQUIREMENTS

- Dancers have until the end of September to secure class specific attire (available online shortly). As of October 1, dancers will not be permitted into class without proper class specific dance attire.
- Students are permitted to wear bare feet in the acro, contemporary, lyrical and pilates only.
- "Booty shorts" are NOT permitted in all classes.
- All capris leggings, pants and shorts are to be plain black and logo free.
- Dance attire may be used as part of costumes.
- Families will be emailed when Dance Attire Guidelines are posted.
- Dance attire is mandatory for all classes.
- Please assist your dancer with proper hair and dress for class.

Local dance stores will also have copies of our Dance Attire Requirements.

CLASS WAITLIST PROCEDURE

If a class fills up students will not have access to view or enroll even if the class was part of their pre approved lists. In this case we ask you email the office info@bostondanceco.com to request your dancer be put onto the waitlist. Dancers will be added to the waitlist in order of request. This will be determined by the date and time stamp on emails. Once a spot becomes available we will contact you. Families will have 24hrs to reply and confirm enrollment before we contact the next waitlisted student.

We are unable to process any waitlist requests by phone.

Waitlist will be on a first request first serve basis. To request to be waitlisted we must receive an email confirming your interest in the class.

WITHDRAWAL POLICY

- **BDC has a No Withdrawal Policy as of NOVEMBER 1 and is enforced without exception.**
- Written notice by email of any class withdrawal must be received by office administration (info@bostondanceco.com) prior to October 31. Application to withdraw must be received by office admin prior to midnight October 31.
- If withdrawing mid month no refunds will be issued.
- Once correct class placement is complete, students are registered for the dance season, September to May.
- As of November 1, all students enrolled at BDC must hold to their commitment to finish off the remainder of the dance year.
- Absolutely no refunds or withdrawals will be permitted as of NOVEMBER 1 this includes but not limited to: tuition, costume, media and festival/competition performance fees.
- **Teachers 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.
- **Students who stop coming to class are NOT considered withdrawn and payments will continue to be charged and processed.**
- BDC reserve the right to charge additional administrative fees to families who are not in communication with the studio in cases where attendance or commitment is in question.

STUDENT & PARENT 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 understand Dance attire is mandatory for all classes.

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 clean up after myself and to leave all areas clear of personal items and trash.

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).

It is my responsibility to be aware of dates made available by the studio that affect my dancer.

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 remove dancers from performances based on poor participation and/or attendance issues.

I understand regular attendance and participation in class throughout the year is expected.

I understand that as of Spring Break attendance and participation is Mandatory in all classes.

Dancers who are absent from classes after Spring Break may forfeit the opportunity to perform in the year end showcase and may be subject to a performance penalty fee of \$50per class.

I understand it is my responsibility to read and understand all the payments and policies BDC 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 Boston Dance, 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 do approach our teachers, 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

Boston Dance Inc (BDC) reserves the right to refuse business to any student or family. Boston Dance 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).
- Disrespectful, negative, or inappropriate behavior not in line with BDC's philosophies and conduct by either dancer or family member.
- Students and Families not complying with BDC's policies and procedures.
- Attendance, commitment and participation issues or concerns.

At BDC we strive to stay in proper communication with our students and families. If at any time you require clarification of a policy please contact the office. We are happy to answer any questions you may have.