

# Best Foot Forward Dance Company

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## POLICIES

### Lesson Fees

Payments are made on a monthly basis. Payments must be received the second week of the month at latest!! If you pay the year in full **BY THE SECOND WEEK OF SEPTEMBER**, you are eligible to receive 1 month free.

Payments should be placed in the locked mailbox on the wall inside of the studio, preferably in a sealed envelope with the students name on the front of the envelope. Cash, check, credit, and PayPal are accepted. You may also pay via our website.

PayPal link: <https://www.paypal.me/bestfootforwarddance>

If your payment is not received there will be a \$10 fee applied for every month it is late. There will be a \$30.00 bank service charge for each NSF check returned to the studio. Best Foot Forward is not responsible for any NSF or Overdraft fees your bank may assess to you or your accounts should their be an issue with sufficient funds in your account.

Once September has been completed, you are obligated and required to fulfill the rest of the dance season's monthly payments that you enrolled in whether or not your student participates and shows to class. In cases of emergency, and upon approval by Mariah, this policy may be waived.

### Referral Discount

If you refer a NEW dancer to the full fall season, you may receive 1 month free. This referral discount is **not applicable for summer class referrals**. At maximum, you can receive 1 month free. This discount cannot be combined with any other discounts.

### Multiple Class Discount

1st and 2nd classes are regular price, 3rd and above are 25% off.

# Class Cancellations

If the Stevens Point School District releases early or cancels school because of bad weather, the studio will also be closed that day. If school does not cancel, but weather is impeding on driving conditions, the studio may also cancel classes, please watch your email in addition to the studio Facebook page for updates. Please let Mariah know in writing if you must receive notification of class cancellations (for instance) via a phone call.

# Class Observation

Please plan to have one guardian present on the night planned for costumes to arrive. Class observation is limited to “as invited by instructors.” Please be respectful of the noise level in the waiting area! It is vital to retain student’s attention while in a class. If you are not abiding to studio guidelines in the waiting area, you may be asked to leave.

# Recital

Each student is expected and required to perform in the recital, unless if there is no routine learned in the class (I.E. technique class).

# Photography and Videography

Collecting and sharing photos is not permitted until the annual show is over, unless permitted by Mariah. We will have professional photos taken prior to the end of the year, in which every student must participate even if you do not wish to purchase the photos. No videotaping of classes is allowed unless permission is granted by the choreographer and the instructor. You may record at the student’s dress rehearsal. The annual recital may NOT be recorded.

# Practice

Practice makes.....progress!! Progress of students not only relies on receiving quality dance education, but it heavily relies on student’s effort in practicing on and off of the dance floor.

# Costume Details and Alterations

Costumes are required for each dance class performing in the annual recital. We work very hard to provide our students with the most affordable costumes. Costume fees (\$75.00/

class) must be received during the first week of November. **Costume fees are not refundable.**

If the cost of the costume is above \$75.00 you will be billed for the remainder. This is a very rare occurrence and we do our best to keep cost the total cost of classes reasonable.

In most cases, the costumes fit great, in others they may require alterations. Alteration services will not be arranged nor provided by Best Foot Forward Dance Company. Please make sure you consult the instructor before having alterations done to ensure the proper fit of the costume.

## Refund Policy

Dance Season Registration fees and costume fees are non-refundable under any circumstances.

No refunds are given after the first four weeks of the dance season for any reason. Unused payments or lesson fees will be issued in the form of an account credit toward future dance classes. There are no refunds or credits given during the last 6 weeks of the dance season.

Tuition is non-refundable except in the event of a serious injury or illness & the dancer is no longer able to attend classes. Withdrawal from the program must be made in writing, or remaining tuition will still be due. Proof of injury or illness (doctors note) must be shown for verification.

*Tuition is NOT REFUNDABLE unless:*

- If dancer is moving out of the Stevens Point area
- Injured (with official doctor note)
- Has illness and can no longer attend class (with official doctor note)

## Customer Service Expectations and Guidelines

▲ We (BFFDC staff) will interact with the customers courteously and professionally, and we expect to be treated in a courteous and respectful manner in turn. ▲ We will listen effectively to our customers' requests and promptly take the necessary actions to assist them. ▲ We will provide our students with appropriate dance education no matter their age nor abilities. ▲ We will inform our customers of our expectations of them, in order for the Best Foot Forward Dance Company staff to provide a satisfying experience. ▲ In order to provide dance education, our staff must be appropriately reimbursed, therefore our customers must agree to pay for their services by the date designated. ▲ We will inform customers in advance if a class must be cancelled and likewise notice must be given if a dancer will be missing a class. Unless otherwise stated in a written agreement, even if classes are missed, they must be paid for. ▲ As customers, staff, and visitors, we will be respectful of studio property and report acts of vandalism to the appropriate authorities or studio staff. ▲ As instructors and students we are cognizant of the importance of being on time for our classes, and in turn will be prompt to show up at the designated time for our classes. ▲ Customers (students and staff) are expected to pay for their ordered products before the products are ordered. **NO CUSTOMERS WILL TAKE HOME PRODUCT UNPAID FOR.** ▲ Lessons must be paid for on the second dance week of the month. In cash or by check. If a check is bounced, there will be a fee applied. ▲ Best Foot Forward Dance Co. and its' staff reserve the right to refuse our services if you do not abide by the policies and expectations outlined. ▲

Your cooperation is much appreciated and valued.  
Thank you for being a part of Best Foot Forward Dance  
Company!!!