

Best Foot Forward Dance Company

POLICIES AND PROTOCOL

Lesson Fees

Payments for dance lessons are made on a monthly basis. Payments are due on the 1st of every month. If your payment is not received by the due date there will be a \$10 fee applied. If you exceed past 1 month overdue, your dancer may be asked to sit out from classes. If you exceed past 2 months overdue, your dancer will be unenrolled from the season.

Cash or check 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 or the online parent portal.

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

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 that your bank may assess to you or your accounts should there be an issue with sufficient funds in your account at the time the check is processed.

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. This is because we have limited spots available for students and when you enroll your student in dance it takes the opportunity to enroll away from another student being able to partake.

Referral Discount

If you refer a NEW dancer to the full fall season, you are eligible to receive 1 month of dance 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. This discount cannot be applied with any other discount.

Class Cancellations

If the Stevens Point School District releases early or cancels school because of bad weather,

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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 Miss Mariah know in writing if you must receive notification of class cancellations via phone call or text message.

Attendance

Attending class is vital to dance education, dancer's performance, and the quality of the group dance. If a dancer will be missing a class, the class instructor should be notified as soon as you know that the dancer will be missing class. Dancers that chronically miss lessons, may be asked to be dismissed from the group. Dancers also must be on time for their lessons. If you may be late, please let the class instructor know.

Class Observation

Observing dance class is limited to "as invited by instructors." All non-students (parent, guardians, friends, etc. will need to wait in the waiting space, in their cars, etc.) It is vital for us to retain a student's attention while in a class. Please be respectful of the noise level in the waiting area. If you are not abiding to studio guidelines in the waiting area, you may be asked to leave.

Please plan to have one guardian present on the night planned for costumes to arrive.

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.

Dance Costumes (not applicable for summer lessons)

Dance Costumes are required for each class performing in the annual recital. We work very diligently to provide our students with the most affordable costumes. Costume fees (\$80.00/class) must be received by November 1st. Costume fees are not refundable. If your costume fee is not received by the due date, it will receive a late fee of \$10. There will also be a late fee of \$10 per every month it is not received.

If the cost of the costume is above \$80.00 you will be billed for the remainder of the cost of the costume. This is a very rare occurrence and we do our best to keep the cost as low as possible.

In most cases, the costumes fit great, in others they may require alterations. Alteration

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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.

Recital (not applicable for summer lessons)

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

We will have annual dance photos taken prior to the end of the year, in which every student must participate even if you do not wish to purchase photos.

No videotaping of classes is allowed unless permission is granted by the instructor. You may record at the student's dress rehearsal. The annual recital may NOT be recorded.

Photographs and video footage may be taken throughout the dance season. These may be used by Best Foot Forward Dance Co. for marketing and publicity, on our website, on social media or in any third party publication.

Refund Policy

Dance season registration fees and costume fees are non-refundable under any circumstances. If your dancer chooses to withdraw from dance lessons during the season, withdrawal from dance must be made in writing, you are still responsible for the remaining tuition for them for the season.

Insurance Liability Waiver

Participation in a dance program involves risk and possible injury. Best Foot Forward Dance Company and its staff will not be held responsible for injuries or illnesses sustained in class, while performing, or while traveling to or from facilities. Best Foot Forward Dance Company and its staff may acquire any emergency medical treatment my child may need. Best Foot Forward Dance Co. is not responsible for any bills that result from emergency or medical services that my student may incur.

Best Foot Forward Dance Co. is also not liable for any injuries that occur to third parties (including but not limited to parents, guardians, grandparents, siblings, friends) while at Best Foot Forward Dance Co. or any events held in conjunction with Best Foot Forward Dance Co.

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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 be an inclusive studio and will do our best within our control to provide our students with dance education no matter their age nor abilities.
- ▲ In order to provide dance education, our staff must be appropriately reimbursed, therefore our customers must agree to pay for their services by it's due date.
- ▲ As customers, staff, and visitors, we will be respectful of studio property and report acts of vandalism to the appropriate authorities and/or studio staff.
- ▲ Students and staff are expected to pay for their ordered products before the products are ordered. No customers will take home product that is unpaid.
- ▲ Best Foot Forward Dance Company is not responsible for any lost items, stolen items, or unclaimed merchandise.
- ▲ No party (including, but not limited to: staff, dancers, parents, recital attendees) shall in writing or orally, directly or indirectly defame Best Foot Forward Dance Co. in any way.
- ▲ Best Foot Forward Dance Co. and its staff reserve the right to refuse our services if you do not abide by the policies and protocol outlined.