

# EXCALIBUR THEATRE ARTS CO.

## STUDIO POLICIES & PRACTICES

### INITIAL FEES

**Initial fees are processed during registration.** Initial fees include: First month's tuition fee, registration fee (\$25 + GST), and costume fee (\$40 + GST per student/per class or \$20 for second semester registration).

### COMMITMENT

Though our season lasts for 10 months, from September to June, **registration does NOT commit you to the entire season.** Students are free to add classes, switch to a new class, and/or withdraw from class at any time. Please see below for additional details, including our "Withdrawal/Transfer Policy" and "Refund Policy".

### MONTHLY BILLING

Once initial fees have been successfully processed, **flat rate monthly tuition will process automatically on the 1st of each month** via the chosen method of billing, starting October 1st, 2014. This will continue up to and including June 1st, 2015 or until the registrant contacts office staff regarding cancellation of service.

### FLAT RATE BILLING

All monthly tuition fees are FLAT RATE. Studio closures are taken into consideration when calculating monthly tuition, thereby reducing the average (flat) cost per month. Tuition fees reflect all closures. **The registrant shall be billed A FLAT TUITION FEE FOR ALL MONTHS** (September to June), even if a month is "short" due to scheduled closures. It is important to note that monthly tuition varies dependent on the days of the week. For example: Monday classes have a lower tuition than Thursday classes as there are additional Monday closures due to long weekends, stat holidays, etc.

### ADMIN FEE

Unscheduled month-to-month billing via cash, cheque (post-dated or otherwise), credit, or debit is NOT a generally accepted method of billing. **Should an account NOT include valid banking or credit card information for purposes of billing**, tuition fees processed in this manner shall incur a \$5/month admin fee.

### LATE FEES/PENALTIES & NSF

**Monthly tuition fees not paid in full within FOURTEEN (14) DAYS of the 1st of the month shall incur a \$10 late fee.** Monthly tuition in excess of thirty (30) days overdue shall incur an additional \$10 late fee. Accounts with an outstanding balance in excess of sixty (60) days overdue (having accrued \$40 in total late fees on two months unpaid tuition) may be faced with suspension of services. Accounts with an outstanding balance in excess of ninety (90) days overdue may be referred to a third party agency for purposes of collection. **Transactions are subject to a \$10 insufficient funds (NSF) fee should a bank draft, debit, or credit card payment be returned NSF.**

### WITHDRAWAL/TRANSFER POLICY

Should a registrant wish to withdraw or transfer a student, thus requiring the cancellation or alteration of automated 1st of the month billing, **Excalibur office staff must be notified AT LEAST ONE (1) WEEK prior to the next scheduled payment.** Please be sure to inform office staff as opposed to the student's instructor. Failure to do so may result in a processed, non-refundable tuition fee during the subsequent billing phase.

### REFUND POLICY

Please note that **ALL PROCESSED FEES ARE NON-REFUNDABLE** unless otherwise noted. This includes tuition and registration fees. Exceptions may occur in the case of sudden illness, injury, or unexpected relocation. Missed classes will NOT be refunded nor rescheduled for make-up. Costume fees will be refunded on withdrawals processed prior to November 1st, 2014 (or March 1st, 2014 for second semester registration).

### THE SEASON & RECITALS

The 1st semester of the 2014/15 season begins on September 2, 2014. The 2nd semester begins on January 5th, 2015. The season ends on June 27th, 2015. Unless otherwise noted, and provided each class maintains minimum enrollment requirements, **classes run for the duration of the season (September to June)**.

All dancers (regardless of age) are invited to participate in two annual recital performances, scheduled for December 2014 and June 2015. **Admission as an audience member shall require the purchase of one or more tickets.** Dancers are admitted free of charge. Adult and drop-in students do NOT participate in recital unless otherwise noted.

### FOOTWEAR/ATTIRE POLICY

Proper footwear and dance attire are the responsibility of the parent and/or student. Any footwear/attire requirements must be met **within one (1) month** of a student's first lesson.

### PARENT VIEWING POLICY

**Parents/guardians are NOT permitted to sit in and view classes on a regular basis.** While the presence of a familiar face will often relax an individual child, other students may be distracted by or feel uncomfortable with the presence of strangers. Parents/guardians are permitted to view classes during scheduled viewing weeks throughout the season.

### PARENT/GUARDIAN RESPONSIBILITY

**It is the responsibility of the parent/guardian** to remain aware of studio closures, viewing sessions, and other events and happenings via regular email alerts, signage posted in studio, and/or direct communication with studio staff.