



# Policies & Procedures

## Class Procedure

Please have your child arrive five minutes prior to class start time dressed in the proper attire, shoes and hairstyle. Please do not be late for classes. Proper technical warm-ups are done at the beginning of class and are vital to preventing injuries. Warm-up is critical to proper dance execution and the safety of your child. Students who are late and miss warm-up may not be allowed to take the remainder of that class. **This will be determined by the instructor.**

## Attire

See *Attire and Dance Equipment Guide*. We recommend Jordano's DancewearPlus for all of your dance needs. Jordano's is in the same building as the dance studio. The staff of Jordano's is educated in the dance requirements of each teacher on staff at PPAC. Ballet shoes must fit like a glove on the foot.

- Do not wear any dance shoes until they have been approved by each individual instructor. Shoes that have any dirt or markings on them cannot be returned.
- Ballet shoes will be fit according to the ballet teacher's guidelines. Ballet shoes that are too big will not be allowed.
- Do not wear dance shoes outside of the dance studio.

## Observance

Parent's observance of classes is recommended and encouraged. Parents must view through the viewing windows or the television monitor located in the lobby area. Parents and guests (no toddlers or babies) are invited in to the dance studio rooms to view on the following dates:

- **Monday, November 14<sup>th</sup>, through Saturday, November 19<sup>th</sup>, 2011**
- **Monday, April 16<sup>th</sup> through Saturday April 21<sup>st</sup>, 2012.**

You may take pictures and videos during these two scheduled "Parent Viewing" weeks.

## Before/After Class

PPAC is not a daycare or babysitting service. When one class ends, another starts; teachers are not responsible for watching students once class has dismissed. Please instruct your child to wait inside the studio lobby for their rides and to inform the receptionist or teacher if their ride is late.

**Students are not permitted to wait outside for rides.**

## Class Cancellation

PPAC reserves the right to combine classes, change times, provide substitute teachers or replacement teachers, and cancel or combine any class with 6 or less students. There is only one teacher assigned per class. There may be times when two teachers will be assisting each other. Teacher assignments can be subject to change if in the best interest of students and teachers. These decisions will be made by the director.

## Questions/Concerns

Please do not engage the instructors at any time in their respective dance rooms to ask questions. When one class ends, another one begins. If you need to speak directly to the teacher, call the studio line at **480-661-7461** and leave a message with the receptionist. Messages will be returned as soon as possible. The teacher and/or the parents can schedule a studio meeting if needed. This should be done through the office.

## Absences

You may make-up missed classes in other comparable classes within the month of the missed class. Missed classes are not refundable. Tuition is still due to hold the spot for your child. There are no refunds if you drop a class(es) in the middle of the month, choose other activities over dance class, or simply skip class. **PPAC requests that a parent call the studio to inform the teacher and staff of any absence, illness, or problem a student might be having.** If your child has a contagious illness, or is injured please keep them out of class until they are recovered and can participate fully without risk of relapse or re-injury. In case of a serious illness or injury, a doctor's permission note to return will be required.

## Dropping/Adding Classes

Once a student has enrolled, paid the registration fee and first month's tuition we will permit the student to try other classes if teacher and parent agree (there must be space available in that class, it must be the correct level and it must be with teacher approval). **Trial classes are \$15 for 45-60 minute classes and \$20 for 1-1/4 or 1-1/2 hour classes.** During the months of August and September we encourage you to try other dance styles and classes. Although we do allow drop/adds during other times of the year, we ask that you do your experimenting with different dance forms and classes at the beginning of the year so that we can have correct class counts and roll sheets by October.

Since dance fees are charged on a month-to-month basis you may drop out of a class at any time. If you have paid a month's fee and drop during the beginning or middle of the month you will not receive a refund. You may however, finish the rest of the month and drop at the end of that particular month. **If you drop classes in the middle of the month and have not paid for that particular month you will be billed at your normal monthly rate for the entire month.**

To insure that you do not get billed after you have dropped a class at PPAC, please make sure to come in and fill out a Drop/Add Form (or mail a letter) so that we may remove you from that class list and our billing records. Remember until a Drop/Add Form (or a letter) is completed, signed, and dated we are still saving your child a space in that class.

If you add class (es) during the middle of a month the remainder of that month will be pro-rated and the following month will be at the full rate.