



## **POLICIES** (Updated 7.19.16)

### **Communication:**

Northwest Florida Ballet (NFB) does not mail out or hand out information packets or billing statements regularly. NFB's primary source of communication is through email. Parents are responsible for the information that is posted on the Parent Information Board in the lobby, on the online Parent Bulletin as well as information emailed to them. Parents are responsible for keeping their contact information up to date in NFB's office.

### **Tuition:**

You are responsible for all tuitions, fees, and merchandise charged to your account by yourself or your student(s).

#### Dance School:

*Charges and Payments:* There is a \$55 registration fee for the first child and \$45 for each additional child. Tuition is divided into 10 equal monthly payments (Aug-May) and is not calculated by how many weeks/lessons fall within a particular month. (Please refer to the NFB calendar for the specific class dates for each month.) The registration fee is due at the time of registration. We do not pro-rate tuition. All accounts will receive a statement via email on the first working day of the month. NFB Tuition is due on the 1st of each month and is late after the 15th of each month. If tuition is not paid by the 15th, accounts will accrue a late fee of \$15.00. If payment is still not collected by the 1st of the following month, students will be suspended from class until payment is made in full. All accounts must be paid in full for the year by May 15th or students will not be allowed to participate in the NFB Student concert at the end of May. Please make special arrangements if you will be gone when tuition is due. Costume fees are due the last business day of October. If costume fees are not paid, your dancer will not receive a costume. If you would like to enroll in Auto-Pay please indicate so by making sure you are signed up for recurring billing when entering your credit card information. Auto-Pay is for Tuition only. All other payments will have to be done manually online or through the office.

*Withdrawal:* When students are registered, his/her place is held in class for the entire fall/spring term, from the date the registration form is submitted through the Student Concert. Unless the student is removed from class by having a parent or guardian sign and date the "Class Withdrawal" form, the parent or guardian will be responsible for all tuition payments until the Student Concert in May. There must be at least four students in a class for that class to be held. If a class falls below the four student limit during the year, it may be cancelled at any time.

*Refunds:* Tuition (paid full year, auto-pay, or in 10 month payments) and registration fees are non-refundable. No credits, refunds, or pro-rated tuition for missed classes. Make-up classes are allowed and must be made up with eight weeks. A 4-week notice must be given in writing to our office if you are withdrawing from a class. Classes already paid for above and beyond the 4-week notice will remain as a credit on your account for 6 months to be used on future dance class tuition. Student Concert Costumes that have been paid for may be refunded only before November 1<sup>st</sup>. If the student withdraws or chooses not to be in the Student Concert after that date, the student may pick up the costume after the recital.

## **NFB POLICIES, Page 2**

*Discounts:* We offer a \$5 discount off of the account tuition total for Military Families and Sibling Families. These discounts cannot be combined.

*Late Pick Up:* All students must be picked up no later than 15 minutes past their scheduled dance class. Failure to pick up within 15 minutes past the end of class will incur a \$15 late pick up fee.

### Aftercare/Beforecare:

*Charges and Payments:* There is a \$50 registration/retainer fee that is due upon Registration. This \$50 is applied back to your account when the last month's tuition is posted. Any student who has not been picked up for the day by 3:15 pm will be placed in aftercare and the parent will be billed for charges that day. Aftercare fees are due for the previous month on the first working day of the month and are considered late after the 5th. All accounts receive a statement via email on the first working day of the month. If payment is not received by the 5th of the month, your account will accrue a \$5 late fee each day payment is late and your child will no longer be allowed to attend Aftercare until the account is paid in full. For 3<sup>rd</sup> - 5<sup>th</sup> grade students, Aftercare charges are \$10 a day and beforecare is \$1 a day. For 6<sup>th</sup> - 8<sup>th</sup> grade students, Aftercare charges are \$3 an hour or \$10 for the full day and beforecare is \$1 a day.

*Refunds:* Aftercare payments are non-refundable. Payments made above and beyond Aftercare/Beforecare charges will remain as a credit on the account for up to 6 months to be used on future Aftercare/Beforecare charges.

*Late Pick Up:* All children must be picked up on time. A fee of \$1 a minute will be charged to your account for each minute past 6:30 pm that your child is on the premises, requiring supervision.

### Summer Workshop:

*Charges and Payments:* Registration fee of \$50 is non-refundable and due by April 30<sup>th</sup>. Summer Workshop tuition is due before the first day of classes for total tuition amount. If payment is not received by the first day of classes, students will not be allowed to participate until it is paid in full.

*Refunds:* Registration fees are non-refundable. There are no refunds once a student is registered for the program. If a student must withdraw due to severe injury or illness that occurs while attending the Summer Workshop, they are then eligible for a partial tuition refund only if a doctor recommends withdrawal from the program. NFB must receive a physician's written verification to confirm illness or injury. Students withdrawing for other reasons are not eligible for a refund. Partial tuition refunds will be determined on a case-by-case basis by NFB at the end of the Summer Workshop. All refunds are subject to the approval of NFB staff. In the case that a student is dismissed from the Summer Workshop program due to behaviors that the directors view as unsatisfactory or unacceptable, no refunds will be given.

*Late Pick Up:* All students must be picked up no later than 15 minutes past their scheduled dance class. Failure to pick up within 15 minutes past the end of class will incur a \$15 late pick up fee.

### **Private Lessons:**

NFB provides Private Lessons with your choice of professional instructors. All private lessons must be paid through the NFB office in advance of the session or the studio will not be booked. Cancellations must be made through our office 24 hours in advance for a refund. Instructors reserve the right to reschedule any sessions due to changes in the master NFB studio schedule. Private classes are not booked on Sundays, Holidays, or when our studios are closed. No observing during private lessons. NFB instructors reserve the right to discontinue any lessons at their discretion.

# NFB POLICIES, Page 3

## **Tickets:**

Season Subscriptions: All Season Subscription purchases are final. No refunds or exchanges. Seating cannot be changed once an order is processed. Additional tickets at the Season Subscription discount must be purchased in conjunction with a Season Subscription purchase. Additional tickets purchased after the purchase of a Season Subscription will be charged the full amount.

Tickets: All ticket sales are final. No refunds or exchanges. Seating cannot be changed once an order is processed.

## **Studio Rules:**

Parents are responsible for their child until the scheduled time of their child's class and immediately following the scheduled class time. No dancers may be dropped off early or picked up late. Dance Instructors are only responsible for students during class time and Office Personnel are not responsible for students at any time.

Dancers are to wait in the lobby for their instructor to invite them upstairs and into the studio. The only people that are allowed upstairs without an invitation are Professional Dancers, Pre-Professional Dancers, and those in Teen/Adult Ballet classes. Parents are never allowed upstairs and into the studio unless invited by a Dance Instructor or Staff Member. Children should not be left unattended in the lobby or allowed to play on the stairs. Running and horseplay is not allowed.

Parents and Dancers are responsible to making sure that Dress Codes are met. Please refer to our Dress Code Information. If a dancer is not in Dress Code, the dancer will not participate in class and there will be no refunds for time sat out.

Studios are not for individual use before or after scheduled dance classes. Private lessons must be scheduled in order to use studios outside of the regular class schedule.

No loitering is allowed in our building.

No street shoes are allowed in the studios.

No guests, siblings, boyfriends/girlfriends, or friends are allowed to watch dance classes without prior knowledge or circumstance. Families are invited to class observations in December.

Individual, group and class photos taken by us or by any outside companies or independent photographer that we hire may be used in any or all forms of media for advertising.

NFB is not responsible to any lost or stolen items. Please label all belongings and take advantage of the provided lockers. Dance Lockers are for day use only and must be unlocked and cleaned out at the end of every day.

No food is allowed upstairs, in studios, or in the Annex building. Please be considerate and clean up your own messes. Bottled water is acceptable in the studios.