**Centre Stage Studio Policies**

Attendance policy - An atmosphere of missed classes and leaving early to make other commitments is detrimental to the orderly, disciplined progress essential to dance education. Semester fees or monthly installments are not discounted or refundable due to absenteeism.

Makeup Classes – We don’t do them, why you ask? Our season has 34-35 class weeks but you are only charged for 32 weeks of classes. We use those 2-3 extra days for cancellations. If we don’t need to use them, you are still not charged for them!

Unscheduled Closings - Unscheduled closings for teacher illness or inclement weather will be announced via Facebook, email, and text (Remind). We are OPEN for Monday school holidays.

Injured Dancers – If you have a doctor’s note due to an injury keeping you from dancing, you can still come to watch class, but we need to have a copy of the doctor’s note on file for your safety.

Behavior Policy – We typically keep our students engaged the whole class, so bad behavior is not a big issue. However, sometimes it does occur and we will handle it in the following manner:

1. Verbal warning
2. Time Out (sitting on our magic carpet square for a minute)
3. Student sent out to parent or caregiver there for them (usually threatening this is as far as it ever gets!)

Examples of bad dance/tumbling behavior: disrupting class with talking out of turn during teaching time, verbal misbehavior (we only say nice things to our friends ☺) and physical misbehavior (we keep our hands off our friends ☺)

Positive Reinforcement – for our younger classes, we feel positive reinforcement and rewards keep our littles well behaved in class. We give out hand stamps, stickers and the occasional sweet treat, but only to those who behave. We remind them of this at the beginning of class to remind our friends to be at their best!

Parent/Teacher Conference – If at any time you have any issues or just want to know how your child is doing in class, please email Ms Shannon at [centrestage5678@gmail.com](mailto:shannonowens38@gmail.com). I am more than happy to discuss anything with you. Your kids are now my kids and I want the best for them just like you do! When I’m at the studio though, my focus is on running classes, so emailing me is the BEST way to communicate with me!

**Centre Stage Communication**

1. Website - this site is a very useful tool for general info on the studio. Keep it on your bookmarks! www.centrestage5678.com
2. Facebook (Centre Stage) – Like our business page called Centre Stage. “Check in” when you can and you are welcome to post pictures of your own kids there (probably should get permission to post pictures of others first!)
3. Facebook (Centre Stage Family) - This is a closed group page that contains only parents/guardians and older students. I typically use this page for announcements, events, and general communication. Posting pictures should probably be reserved for our business page if you want to tag us.
4. Facebook (CS Dancewear and Shoe Resale): parents of current students can buy or sell gently used shoes and dancewear on this closed group page. Same rules apply as other rummage sale pages, and meeting place is the studio office. Cash only.
5. Email ([centrestage5678@gmail.com](mailto:shannonowens38@gmail.com)) - make sure to keep your email address updated with the studio, because we send out mass emails frequently with attachments with important info!
6. Text (Remind) - This is a free, one way texting service that we use to inform parents of class cancellations and other short announcements. To receive these messages, text @centrestag to 81010. It's that easy!
7. Dance Studio Pro -Use the link from our website to our online studio program: <https://dancestudio-pro.com/online/centrestagestudios>

* Register for classes
* Make payments
* Update your contact info
* Update your credit card info for autopay if you want that option

**Financial Policies**

**Statements**

Tuition is assessed about a week before the end of a month (ex. Tuition billed the last week of August for the September first week of class)

Statements are emailed after tuition or fees have been assessed. The statements have a link to our software to pay online, or it should serve as a notice to put your payment in an envelope to bring to the next class.

We also will send automatic texts if you have a balance on your account after the due date. ALWAYS check your account rather than contact us directly. Every fee is itemized on your account so you can clearly see what the balance is for.

If you have any concerns, please contact us in writing via whatever method you prefer. We will look into your account and adjust anything if it is our error.

**AutoPay**

Although the name implies automatic, it's not really the case. This just gives us the option to charge the card you leave on file on the 1st of the month for tuition. Those on the 2 pmt plan will only be charged for tuition in Sept and Feb. Those on the 6 pmt plan will be charged in Sept, Oct, Nov, Jan, Feb, and March. Your card information is protected, meaning no one will see it, including us.

\*If your card expires, go in and change the information online so we won't run into expired card problems. Any fees we incur will be passed on to the customer.

**Late Fees/Bounced Check Fees**

A $10 late charge will be assessed on tuition after the 10th of the month tuition is due. (Basically pay the first week of the month to avoid a late fee)

A $20 late fee will be assessed on anything else if the balance is not paid after a month of being assessed.

**Don’t want to worry about late fees? Make sure your credit card on file is correct and we’ll just run autopay!**

If a check is bounced by your bank, the bank fee incurred will be passed on to your account and you will be notified.