

JENNIFER'S ARTS IN MOTION - STUDIO POLICY

Policies: 2020/2021 Season

Our policies have been updated for the 2020/2021 season. Please take the time to read carefully.

The studio is following all current protocol regarding health and safety procedures in respect to COVID-19. We will continue to monitor and update as new information becomes available.

In Studio and Online Classes:

All registrations for classes/camps are for in studio programs. In the event that the studio is mandated to shut down by the government, regularly scheduled classes will continue to take place online until we are allowed to open again. The schedule will remain the same as the in studio schedule with only slight adjustments due to the change in platform.

Tuition remains the same whether classes are running in studio or online.

Health and Safety:

The studio is now equipped with hand sanitizer in each studio, the staff room and the lobby. We will also be increasing our cleaning procedures in accordance with Department of Health guidelines. The studio lobby will have limited access and social distancing measures will be put in place throughout the building including within the classes. Change rooms are currently closed until we are cleared to reopen. Class times may also change slightly to accommodate transition times in order to adhere to social distancing policies.

We will provide you with any updated measures and procedures through the REMIND app as soon as available after government guidelines are given. Thank you for your understanding with the fluidity of this policy.

Sick Policy/Self Screening:

Due to the new environment that we are under, no one will be allowed in the studio if presenting with any sort of illness. Dancers must stay home if they are sick. Any student coming to dance with any illness will be sent home. To keep our community healthy during this time, you will be responsible for self

screening at home before coming to the studio. You will receive a separate waiver to sign stating that you will be responsible for this. There will be a list of questions on the waiver to guide you.

Class Fees:

Class fees are paid either using the monthly option or the term option, as outlined on our registration form. Fees are due on the 1st day of each month – September to June inclusive or by term payment on September 1st and February 1st. Payment options are debit, e-transfer, cheque, cash or automatic withdrawal. Any fees that are not paid within 10 days of the due date will have a 5% late fee applied. Any returned cheques or automatic withdrawals will have a \$20.00 returned item charge. Family discounts/multiple class discounts are available – please refer to registration form for details.

Cancellation and Refund Policy:

Should you wish to cancel your registration you must notify us in writing (email). All cancellation refunds will be handled as follows:

- \$25.00 cancellation fee will be applied.
- Monthly option – you will be responsible for the month you advise us as well as the cancellation fee.
- Term Option – If you are in the first three months of the term you will receive a prorated refund less the cancellation fee. If you are in the last two months of the term, there will be no refund and no cancellation fee will be applied.

We reserve the right to cancel a class due to low enrolment. You will be given a refund for any cancelled classes due to this reason.

Costume Fee:

Since there is no way of knowing what our show environment will look like, the costume deposit due date may be adjusted to a later date. Costume orders will only be placed in the best interest of our families based on the environment at that time. We are in the process of developing a program to utilize the unused costumes from our 2019/2020 season. Parents who had previously made deposits on these will receive a credit of some sort on any of the costumes we

are able to utilize. More information regarding this program will follow once we are able to better determine what might be used.

Year End Show:

As Government regulations are released, we will provide more details on what our year end performance will entail.

Holiday Schedule:

The studio runs on a schedule that is similar to the school boards. We are closed for all statutory holidays and are closed for the following breaks:

Christmas Break and March Break

These holiday dates have already been allowed for in the pricing so there will be no adjustments to the monthly rate or term rates.

Inclement Weather:

On occasion, classes may be cancelled due to poor weather conditions or circumstances beyond our control (e.g. extended power outage). We will do our best to contact you in advance, but if you are in doubt, please call the studio or check REMIND. A message on our voicemail will let you know if classes are cancelled. We are unable to offer refunds for classes cancelled due to circumstances we can not control. A similar class will be offered to make up for the missed class.

Attendance and Punctuality:

Please ensure dancers arrive on time and in correct dance attire in order to minimize disruption to the class. Consistent attendance enhances the dance experience and allows the individual dancer to feel confident in knowing their class work.

Private/Semi-Private Classes:

If you are interested in either private or semi-private classes please email Miss Jennifer at jen@jennifersartsinmotion.com. These classes will only be an option if there is studio and teacher availability. Pricing for these classes is not the same as regular classes.

Class Attire/Dress Code:

Please have the students arrive at the studio dressed and ready to go. Change rooms will be temporarily closed until social distancing measures are relaxed. Students must come to class in the appropriate attire as outlined on our website. Failure to do so will result in a notice to the parents and if it continues to occur, the dancer will be asked to sit out until the proper attire is worn.

Newsletters and Studio Announcements:

A monthly newsletter is produced at the beginning of each month to keep you informed of studio updates. These newsletters along with any other updates can be found on our website – www.jennifersartsinmotion.com, through REMIND, posted on our in studio bulletin boards and this year as well by email. Please make sure that jen@jennifersartsinmotion.com is on your safe list so the newsletters don't go to your junk mail folder. It is important to read these messages as they contain vital information regarding the studio. If you do not hear from us, please verify that we have the correct email address on file.

Lost Property:

Jennifer's Arts in Motion cannot be held responsible for lost property. We have a lost and found bin in the studio lobby outside the change rooms. We recommend labeling all personal items – Mabel's Labels work great for this. All dance shoes found will be kept at the front desk for a short period of time.