

ADMINISTRATION & PROCEDURES



REGISTRATION:

- Registrations are processed in the order in which they are received. All registrations are submitted online. If classes are full, a waitlist will be available. Offers of placement will be emailed to Parent 1 according to their registration date & time, with a 48hr deadline.
- Confirmation of registration and a statement of account will be emailed within 2 weeks of receipt of Registration form. The Studio provides updates regularly via email to Parent 1 only.
- It is your responsibility to keep the office up to date with all phone, email and emergency contact information.
- Cheques are to be made payable to Tandem Studios. There will be a \$25 administration fee for all NSF cheques.
- All fees are subject to 13% HST.
- The Studio reserves the right to cancel a class with fewer than 5 Dancers. Every effort will be made to find an alternative class.
- The Director reserves the right to place a Dancer in a specific class, or to split classes to ensure appropriate skill level and class size.
- The Director reserves the right to decline re-enrolment.

FEES:

- March Break and Summer Camp fees are paid in full at the time of registration.
- Dance fees are paid in full or by 4 instalments.
- T3 Musical Theatre fees are paid in full or by 3 instalments.
- Early Bird Discount is applied at registration. All other discounts are applied by the Registrar at confirmation.
- Overdue accounts will be charged a monthly administration fee of \$25 and if not paid in full within 2 months, the Dancer's registration will be cancelled by The Studio.
- Parent 1 is responsible for all related fees and charges.

CANCELLATION POLICY:

- Individual classes cancelled by the client are non-refundable.
- Classes cancelled by The Studio due to Acts of God are non-refundable; other cancellations will be made-up or credited by The Studio.
- Withdrawal from Summer or March Break Camp requires 2 weeks written notice, fees are non-refundable after this time. An administration fee of \$25 will apply.
- Withdrawal from regular Dance classes requires written notice. An administration fee of \$25 will apply. A cancellation fee of \$50 per class will apply after Oct 15. No refunds will be processed after Jan 15.
- Withdrawal from the T3 Musical Theatre program requires 3 weeks written notice, fees are non-refundable after this time. An administration fee of \$25 will apply.
- Cancellation fees will be waived for cancellations due to a medical condition when provided with a doctor's note. After Jan 1, credits only will be placed on account for class fees.
- Recital fees are non-refundable unless written notice is received prior to Nov 15.
- Professional Intensive Dancers may cancel up to 3 classes prior to Jan 1 without penalty. Professional Intensive Dancers pay a non-refundable flat fee for all registered classes. If a Professional Intensive Dancer withdraws from all registered classes, a \$75 cancellation fee will be applied in addition to the \$25 administration fee and a fee adjustment will be calculated based on the number of weeks from the start of the season. Written notice is required. No refunds will be processed after Jan 1.
- Requests must be made in writing to switch to a different dance class; after October 15 a \$25 administration fee applies. No changes permitted after Dec 31.

FOOD POLICY: The Studio is not a guaranteed nut-free environment but we ask that Dancers & fitness participants do not bring any food items containing nuts into The Studio.

EXPECTATIONS OF CLIENTS:

- Please arrive 5 minutes prior to class wearing Dress Code attire with hair neatly tied back (bun for Ballet Grades 1 and up).
- Remember you are part of a team and consistent attendance is necessary to achieve maximum results. If more than 3 classes are missed per session (Sept-Dec and Jan-June) we reserve the right to suspend registration.
- The Studio reserves the right to withdraw registration for inappropriate behaviour.

ROYAL ACADEMY OF DANCE EXAMS:

- Dancers who exhibit the appropriate skill level and commitment will be invited to participate in the Royal Academy of Dance (RAD) exams. Candidates in PrePrimary and Primary must attend a Ballet class at least once per week. Candidates in Grades 1 and above must attend a Ballet class at least 2 times per week. All will attend scheduled Saturday RAD rehearsals. Extra practice and/or rehearsal time may be required and will be determined on an individual basis by RAD staff. Tandem Studios will grant permission to participate in the Exam only if Dancer is assessed to be fully prepared. Exam entry fee is non-refundable. Proper RAD Exam attire must be purchased and Exam entry fees must be paid in full by Nov 9.

RECITALS & COSTUMES:

- It is assumed all Dancers will participate in the year end recital held in May/June. A Recital fee (\$85 - \$125 per class includes costume, DVD and a class photo) will be applied at the time of registration. Notification of withdrawal from the Recital must be received before Nov 15. Recital fees are non-refundable after Nov 15. Students are expected to have shoes/tights as per the Dress Code. Older Dancers may require specific make-up for recital performances. Classes and individual Dancers may perform in multiple shows. Extra rehearsals and costumes will be arranged for any Dancer invited to perform solos/duets/trios at an additional cost. Performance tickets will be available for purchase. Complete details will be emailed to parents in advance.

Tandem is a safe and happy space. Everyone is asked to treat others the way they would want to be treated.

Please contact us at any time for assistance, questions or comments.