

### 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 48 hr deadline to accept.
- 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.
- Tandem Studios and its Director reserves the right to place a Dancer in a specific class, or to split classes to ensure appropriate skill level and class size.
- Tandem Studios and its Director reserves the right to decline re-enrolment.

### FEES

- March Break and Summer Camp fees are paid in full at time of registration.
- Adult Dance Fitness Class fees are paid in full at time of registration.
- Tandem Mobile Class fees are paid in full at time of registration.
- The Registration fee deposit fee of \$50 per class is non-refundable.
- Payments can be made in full or in 4 installments payable at registration, September 15, November 15 and January 15.
- Class Pricing does not include recital fees.
- Registration received after October 1 will be prorated at a rate of \$20 per missed class.
- T3 Musical Theatre registration deposit of \$200 is non-refundable. Remaining fees are paid in full or by 2 instalments at registration and September 15.
- Troupe fees are paid in full or by instalments as outlined in the Troupe Handbooks.
- Discounts are applied by the Registrar at confirmation. Additional Class discount expires October 1.
- Overdue accounts are charged a monthly administration fee of \$50 and if not paid in full within 1 month, the Dancer's registration will be cancelled by The Studio. Dancers will be unable to attend classes if fees are not paid and up to date.
- Parent 1 is responsible for all related fees and charges. The Studio will not be able to follow up regarding payments from other family members.

### 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 regular, full season Dance classes requires written notice. In addition to the non-refundable Registration fee deposit of \$50 per class, a Cancellation fee of \$25 will apply to each class or program cancellation prior to October 30. The Cancellation fee increases to \$50 per class after October 30. Class fees will be prorated at a rate of \$25 per class attended. Cancellation fees will be waived for cancellations due to a medical condition when provided with a doctor's note. No refunds will be processed after December 1.
- Professional Intensive Dancers may cancel up to 2 classes prior to December 15 without a cancellation fee penalty if maintaining a registration of 5 or more classes. Cancellation policies and fees as above will be in effect for withdrawal from all additional classes or for Professional Intensive Dancers who drop below 5 registered classes.
- Withdrawal from Late Start Dance classes (Nov 1 and forward) requires written notice. A \$25 administrative fee will apply to cancellations received within the first 3 weeks of classes. After the 3rd week of classes, the Cancellation fee increases to \$50.
- Withdrawal from the Adult Dance Fitness Classes requires 2 weeks written notice before the start date of classes.. Fees will be refunded with 2 weeks written notice, minus the \$50 registration deposit. A cancellation fee of \$25 will apply for cancellations received within 2 weeks of the class start date. Class fees are non-refundable after the start date. Class fees will be prorated if registration is submitted after the session start date. Cancellation fees will be waived for cancellations due to a medical condition when provided with a doctor's note.
- Withdrawal from Summer or March Break Camp requires 2 weeks written notice before the start date of camp . Camp fees will be refunded with 2 weeks written notice, minus the \$50 administration fee per session. Fees are non-refundable within 2 weeks of the Camp start date.
- Withdrawal from the T3 Musical Theatre program requires written notice. Class fees will be prorated. The Performance Fee is non-refundable. No refunds will be processed after Auditions Week (approximately 3-4 weeks after the start date). Fees are non-refundable after this time.

- Private Lesson Cancellations require 48hrs written notice. Private lessons cancelled with 48 hour notice or more may be rescheduled. If written notice is not received within the cancellation period, missed private lessons will not be rescheduled or refunded.
- Withdrawal from a Competitive Troupe Team requires written notice. All deposits, entry fees, costume, performance fees (Showcase and Recital), and admin fees are non-refundable. Non-refundable fees are outlined fully in the Troupe Handbooks. No refunds will be processed after September 15. In the event an Understudy steps in for a dancer, the original participant is responsible for covering entry and costume fees.
- Recital fees are non-refundable unless written notice is received prior to November 15.
- Requests must be made in writing to switch to a different dance class. A \$25 administration fee applies for each class change. No changes permitted after December 31.
- Any Tandem Classes taught off site are non refundable after the start date of the program. Fees will be refunded if cancellation is received with 2 weeks written notice before the start date of the program minus a \$50 cancellation fee.

### EXPECTATIONS OF CLIENTS:

- Please arrive 5 minutes prior to sign in time wearing Dress Code attire with hair neatly tied back (hair in a ballet 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 term(Sept-Dec and Jan-June), we reserve the right to suspend registration.
- All dancers, families and caregivers are required to adhere to The Studio's health and safety policies while at The Studio.
- 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 the program deadline.

### RECITALS & COSTUMES:

- Along with your dancer's registration comes participation in our year end recital held in May/June. A Recital fee (\$80 - \$150 per class includes costume, Recital video and a class photo) will be applied at the time of registration. Notification of withdrawal from the Recital must be received before November 15. Recital fees are non-refundable after November 15. Students are expected to have shoes and tights as outlined in 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.

### FOOD POLICY:

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

### ILLNESS:

- Dancers who are sick or exhibiting any symptoms of illness, must stay at home. If a dancer comes to The Studio sick or displaying any symptoms of illness, they will be sent home.
- You are responsible for alerting The Studio if there is any change in your dancer's health status that would affect the dancer's participation or other aspects of The Studio.
- We reserve the right to update our Illness policy throughout the season as government and public health protocols dictate

**Tandem Studios 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.