

Studio Policies

PATRICIA'S DANCE LESSONS

Welcome to Patricia's Dance Lessons and Thank You for choosing our business for your Dance Instruction.

Our mission is to provide high quality dance instruction and bring happiness to people's lives through dancing. We promise you will have a very enjoyable experience with us!

Below you can find some information about our services, if you have any questions or comments, please feel free to contact us at any time.

Enjoy your dancing!

Payment methods

- Registration and payment must be received in advance to guarantee spot. We accept cash, check and all major credit cards.

Returned checks

- Returned checks are subject to a \$35 NSF fee.

Refunds for dance lessons / classes

- Please note there are no refunds for purchased group classes, private lessons and workshops.
- Once class payment has been submitted, there is a non-refund policy. This includes private lessons, group lessons, workshops, competition fees and studio events fees.

- Gift Certificates cannot be refunded once purchased. At the discretion of the management, credit may be given toward future classes or lessons in special circumstances.

Group Class attendance and Cancellation Policies

- All monthly group classes and private group classes must be paid for, in advance. Payment is due in the first class of each month.
- There may be multiple instructors and lessons on the dance floor at the same time. Group classes and instructors are subject to change at the discretion of the management.
- Please arrive on time to classes to allow for prompt beginning of the class. All group classes are 50 minutes long, to the exception of LaBlast. This allows time for instructors to access and communicate with students.
- A minimum of four students is required to be registered for a group class to take place. Patricia's Dance Lessons reserves the right to cancel a class if less than four students register for class. In the event of a group class cancellation, students who were registered and paid for the class will receive a full refund.
- There are no make-up sessions for clients who miss or are unable to attend any scheduled group class sessions, nor can a refund or credit be given for missed sessions.
- Group Classes and instructors are subject to change at the discretion of the management.
- You may only enter or move to a higher level Group Class with an instructor's permission. Any questions in regards to this matter may be discussed with management.
- Please respect your fellow students, and arrive on time for your Group Classes. If you are late to a Group Class, please avoid stopping the class to have the material explained to you. The instructor may limit your participation so as not to disrupt the class. If you need help, please talk to the instructor after the class to schedule private lessons to catch up.

- In the event the Studio is closed for dance competitions or any other events, the Group Class fee will be prorated for that specific month. However if it's due to a National Holiday or severe weather conditions, the standard monthly rate still applies. It is highly recommended that all our students sign up for our Newsletter or Social Media Networks for the latest updates.
- For Kids and Teens Private and Group Classes there is additional information at the end of this file.

Private Lesson attendance & Cancellation Policies

- Private lessons are 50 minutes long, unless otherwise specified, and are by appointment only. It is recommended that a private lesson is booked at least one week in advance to secure the desired day and time and chosen instructor. Private lessons can be booked during normal business hours and are subject to instructor's availability.
- When you arrive for your private lesson, please check in at the front desk first. We suggest that you arrive 5-10 minutes prior to the lesson starts in order to check in and change to your dance shoes.
- Students should check in at the front desk when arriving for a scheduled private lesson. Our instructors can become quite booked throughout the day, so as a courtesy to the instructors and other students, please be on time for your scheduled lesson. Lesson starts at the time that it's booked for, therefore if the student is late, lesson cannot be extended.
- To ensure that the instructor of your choice is available, a "standing lesson" may be scheduled. A standing lesson means that a student will have the same day and time with his/her instructor every week. This lends to continuity of learning, as well as a simplified schedule. If a standing lesson is cancelled three or more times within one month, student may lose the spot on the standing lesson.
- There is a 24-hour cancellation policy for all private lessons whether you have a standing lesson or not. Lesson(s) will be charged in full.

- It is not guaranteed that a student will have a private room. The main dance floor is typically shared with other private lessons, students practicing and perhaps even a group class taking place. In these instances, the music is shared on an equal basis, as our instructors want to ensure quality of instruction.
- The pricing for private lessons is based on one or two students participating. If a lesson has more than two students, it is considered a semi private lesson, which has a different rate. Please ask for semi-private lesson rates at the front desk.

Studio Rules / Dance Etiquette

- Observers must remain in the sitting area. Seating is limited; please use discretion in the number of people in your party.
- Keep voices down and movement to a minimum at the sitting area.
- Electronic devices must be turned to silent. If you must take or make a phone call, please step out of the dance floor.
- Food and drink are not allowed on the dance floor under any circumstances. Students are permitted to snack in the reception area, and are expected to pick up after themselves.
- All electronics belonging to Patricia's Dance Lessons studio (computers, phones, TVs, iPods, etc.) are off-limits to students. Please do not use them without the express permission and supervision of our staff.
- Dance Materials, such as dance magazines, dance shoes, DVDs, books, posters available in the sitting/reception area, as well as decorations, are to be left at the studio at all times. If you have any questions about purchasing a certain product, please ask your instructor or at the front desk.
- Photos and Video – permission must be obtained from the instructor prior to taking photographs or video. If and when permission is granted, photos and/or video must be taken discreetly and without disruption of the class – with the understanding that any/all photos and video taken will be utilized appropriately to avoid matters of consequence.
- No fraternization between Students and Instructors outside of the Studio.

- All students are required to sign a Liability Waiver before participating in any activities at the studio.
- Patricia's Dance Lessons is not responsible for damaged, lost or stolen items. Any comments or complaints must be taken to management.
- Patricia's Dance Lessons has the right to refuse its services to any individual who shows disrespect, harassment or harm for the business, staff and other clients. In these occurrences no refunds or credit will be applied for services already purchased. We do value and appreciate all our customers and will do our best to please you.
- Only Ballroom and Latin dance shoes are allowed on the dance floor. If the student does not have this type of specialty shoes, the student shall dance in socks. We do have PortDance dance shoes available for purchase.
- If you use your dance shoes outside of the studio please be sure to brush them before the following dance lesson. Rocks and dust in the bottom of the shoes will damage the dance floor.
- PortDance dance shoes cannot be returned or exchanged once used.

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Kids and Teens – Class Rules

(A copy of this document it's given to all parents/guardians at the time of enrollment)

Dress Code

- Boys: dress pants, t-shirt or shirt tucked under the pants, ballroom dance shoes.
- Girls: leotard/top with skirt/ leggings, ballroom dance shoes.
- Long hair on a bun or ponytail.
- Necklaces, rings, bracelets and earrings must be removed before class. Only ear studs are allowed.

- Ballroom dance shoes are mandatory for these classes. (No jazz, ballet or sneaker soles)

Dance Class Etiquette

- Cell phones and other electronics are not permitted on the dance floor and shall be left in silent mode prior to the class starts.
- No food or drinks are allowed on the dance floor.
- Please arrive 10 min before class starts, so there are no restroom breaks throughout the class.
- The Student shall follow the Teacher's instructions and be polite to the other colleagues.

FOR THE PARENT / GUARDIAN

- Please be sure that tuition payment is made by the due date – first dance class of each month, prior to the class starts. If student missed the first week and payment is made on the second week, then full month tuition still applies.
- If parent/guardian does not submit prompt payment at the beginning of the class, the child will not be allowed to attend the class as per Studio Policies.
- We are not responsible for your child outside the class time; therefore parent/guardian should pick up the student at the time the class is over.
- Students that are dropped off more than 15 minutes before the class and / or picked up more than 15 minutes after class is over, the Management may deny future attendance on any activities for this child or family. Reimbursement or credit will not apply.
- Sick Students will not be allowed to participate in any studio activities.

THANK YOU!

Patricia Rochester
Owner and Studio Director
Patricia's Dance Lessons LLC