

## PLAY Performing Arts 2017 Policy

- I. **Schedule** – Class sessions are scheduled year-round as eight, twelve and sixteen-week sessions depending on offering and age of student. Families can enroll at any point during a session. Once a family enrolls they are committed to the attendance and financial responsibility of the remaining classes in that session. The instructional schedule for the year can be found on the studio’s web site indicating planned studio closures. Class cancelations made by the studio or instructor will be rescheduled during the current session if possible or credited to a family’s account for the next session. Classes and camps are offered during summer months. Families are highly encouraged to keep their children enrolled in a class or camp during the summer to prevent loss of skill and knowledge.
- II. **Payment** – Tuition is due monthly between the first and seventh of each month to reserve a student’s spot in class. Once a family enrolls in a session they are committed to the financial responsibility of the remaining classes in that session. Payment is made via the studio’s secure auto-billing system which requires a debit bank card to initiate and schedule recurring monthly payments. This is to be set up no later than a student’s first class. Tuition is auto-renewed at the end of a session unless a written enrollment change request has been received by the studio.
- III. **Missed Class** – Once a family enrolls in a session they are committed to the attendance responsibility of the remaining classes in that session. Any planned absences must be discussed during the first week of a new session in order for tuition and regular class scheduling to be adjusted, when possible. Notifying the studio of an absence after the first week of a session will be considered a missed class. For private classes during each session, a student can miss one private class with at least 2 hour notification and be credited a class to the next session. Additional missed private classes during that session will be billed. An instructor has the discretion to reschedule any missed private classes during a session instead of the studio issuing a credit for the next session. Missed group classes are not rescheduled and will be billed. Providing less than two hour notification will result in a class being billed. Notification must be provided via the studio app which will produce a confirmation email. If absolutely necessary a text notification to the main phone number may be considered sufficient notice but no confirmation response will be sent.
- IV. **Enrollment Change Request** – Any change in class enrollment that decreases a student’s class commitment requires a thirty-day written request to be submitted to the studio. If the thirtieth day of notice occurs after the last day of a session then it will serve as the date of enrollment change. Enrollment change requests must be sent via email to [info@playstpete.com](mailto:info@playstpete.com) or delivered to the studio director. Instructors cannot accept an enrollment change request.
- V. **Substitution** – The studio reserves the right to substitute what it determines to be a comparable class offering and/or instructor as needed.
- VI. **Supervision** – Disruptive student behavior in a class will not be tolerated and students will be asked to sit outside of the class space until they can return as a productive participant. Students not in class must be supervised by a parent or caregiver.