

# Emerald Ballet Academy

## Policies and Procedures

### Registration

#### Online Registration:

Please go to [www.emeraldballet.org/registration](http://www.emeraldballet.org/registration) and click on the “register here” button. When you submit your registration online, it will be reviewed by EBA staff within 2-3 business days. If your class selection is approved, class confirmation and account confirmation emails will be sent to you. All classes are subject to a minimum/maximum enrollment. If there is no longer space available in a class or a class has been cancelled, you will be notified as soon as possible. **For assistance with registration, please email our Registrar, Katie Hatfield, at [registration@emeraldballet.org](mailto:registration@emeraldballet.org).**

#### Online Payment:

If you wish to register a credit card on your account, your account will be charged when the account confirmation email is sent. If you choose not to register your credit card, it is your responsibility to log into your account and pay your tuition online, or to come into the studio and pay in the office.

#### Registration fee:

The registration fee is \$30 and \$10 for each additional sibling. This fee is paid at the time of registration and is due only once per academic year. The registration fee is non-refundable. There is no registration fee for adult ballet students. There will be a \$20 summer registration fee for new students who take class during the summer (\$10 siblings). These students will need to pay the \$30 academic year registration fee in the fall.

#### Spring Semester:

Dancers enrolled in Fall Semester will be automatically re-enrolled in the same class for Spring Semester. **You must contact the Registrar before 1/14/19 if you decide not to take Spring Semester classes, or you will be responsible for paying Spring Semester tuition.**

### Tuition

Tuition is based on the total number of hours of instruction taken per week during a 19-week semester. Students within the same immediate family may combine class hours per week for a family (account) total per week. Pre-Ballet I classes are not eligible to be combined into a family total.

### Payment Options:

#### Full-year tuition

You will receive a 5% discount when you pay for Fall 2018 and Spring 2019 semesters by September 8, 2018.

#### Semester tuition

Fall semester tuition is due by 9/4/18 and spring semester tuition is due by 1/28/19. If you registered your credit card on your online (Danceworks) account, we will process your spring semester payment for you. If you choose not to continue for spring semester you must contact the office before 1/14/19 by email or your account will be charged.

### Monthly Payments

Monthly payments include a 10% processing fee to cover additional bookkeeping costs. Monthly payments are determined by calculating the total tuition for a 19 week semester and adding 10%. For fall semester, there will be 5 equal payments, due on the 1st of September, October, November, December, and January. For spring semester, there will be 4 equal payments, due on the 1st of February, March, April, and May.

### Tuition Cap

There is a cap on tuition fees at 10 hours per week for an individual student and 12 hours per week for a family. (Pre-Ballet I hours are not included in family totals.) A student or family may take an additional 4 hours per week without accruing any additional tuition fees. At 14 hours per student or 16 hours per family, tuition fees will begin to accrue again at a rate of \$14.00 per hour.

### Tuition Cap Exception

If a family's combined hours reach 16 hours per week, any additional hours accrued by boys in the family will not be charged.

### Partial Semester Payments

Emerald Ballet will pro-rate tuition for new students who register for class at least 2 weeks after the start of the semester. A new student is anyone who has not taken class at Emerald Ballet for at least one year.

### Missed Classes

Once classes have begun, tuition is non-refundable. Students who miss class or withdraw before the end of the semester are still obligated for the full semester's tuition. If yearly pay was selected at the beginning of the year, students who miss classes or withdraw before the end of the year are still obligated for the full-year's tuition. Classes are non-transferable. No exceptions. **Missed classes are non-refundable. Students may make up missed classes by attending another class at the same or lower level prior to the end of the semester. Please contact the office to schedule make-up classes in advance.**

Make-up classes for missed class due to performance rehearsals, for non-performing students, will be decided at the discretion of the Artistic Director. Please contact us at [info@emeraldballet.org](mailto:info@emeraldballet.org) to discuss available options.

### Withdrawal

Tuition is non-refundable after the semester has begun. Students that have unforeseen circumstances or need to temporarily withdraw for medical reasons and have a doctor's written statement, may be able to make arrangements with the Registrar, who will speak to the Artistic Director to receive credit for future classes. Students permanently withdrawing due to moving away or serious medical conditions are asked to notify the Registrar and Artistic Director and schedule an appointment to discuss their situation. Verification of the upcoming move or a physician's written orders are required prior to the appointment to discuss permanent withdrawal. A tuition refund will be discussed at the time of the appointment and negotiated on an individual basis.

## Late Fees

A \$25 late fee will be charged to your account for all late tuition payments.

## Scholarship Application

Please contact our Office Manager at [info@emeraldballet.org](mailto:info@emeraldballet.org) for a confidential scholarship application. Scholarships are reviewed/renewed on a semi-annual basis. Applications for fall semester are due by 8/15/18 for a decision by 9/1/18.

## Meetings with Staff

At Emerald Ballet Academy, we believe in partnering with parents to provide the best possible dance education for your child. If you would like to schedule a meeting with one of our staff members, please contact us at [info@emeraldballet.org](mailto:info@emeraldballet.org). Please be advised that meetings will always include an additional staff member to take notes or participate in the meeting, if needed.

## Student Conduct

EBA students are expected to behave in a responsible and disciplined manner, maintaining a positive attitude and displaying a strong work ethic. Students are expected to treat EBA staff, fellow students and parents with respect. Students must clean up after themselves. EBA reserves the right to suspend or dismiss any student whose conduct or attitude is found to be unsatisfactory. Please respect the expertise and decisions of the EBA faculty and staff.

EBA takes claims of harassment very seriously. Our staff will investigate claims of any harassing behavior occurring at the studio, theater or competition venues. If harassing behavior is discovered to be evident through the investigation, the student and parent(s) will be called in for a meeting with the Director of Student Development and the Office Manager. If the behavior continues, a meeting with the Artistic Director will take place and disciplinary action will be taken.

If claims are cannot be corroborated, the school will not be able to take further actions surrounding the claim.

Emerald Ballet Academy can only be responsible to social situations which arise within school grounds, at the theater during productions and at competition venues.

The following behaviors will result in disciplinary action:

- Physical intimidation or injury, verbal harassment
- Theft, destruction of EBA property or property of others
- Improper use of Mobile phones (See Social Media/Mobile Phone Policy below)

Disciplinary actions will be determined by the Artistic Director and staff and may include but are not limited to: probation, fines, suspension from classes or dismissal from the school.

A code of conduct meeting will take place with all students in levels 4 and higher with the Director of Student Development and the Office Manager soon after the start of the school year. After the meeting, each student will be given a Code of Conduct Contract to take home to review with parents. Please read through and discuss with your dancer points within the contract so they are fully aware of the document they will be signing. The signed contract will be due within a week of the meeting.

The dressing room is not a place to 'hang-out' or socialize.

## Social Media/Mobile Phone Policy

When students are at the studio, their focus needs to be on class and rehearsal. Mobile phones are distracting and pull focus from working on technique, artistry and building a strong cohort with other dancers. It is important for students to watch and learn during rehearsals.

Therefore, students under 15 years of age MAY NOT have a mobile phone on studio premises. The phone in the office is available to all students if they need to make a phone call. If they have a mobile phone and are coming to the studio straight after school and cannot leave their mobile phones in the car, it must be completely turned off and stored in their school/dance bags while they are at the studio. EBA staff will reserve the right to confiscate mobile phones from students who have them out in the dressing room. The mobile phone will be kept safe in the office, until it is time for the student to go home.

Students, 15 years and older will be permitted to make phone calls in the lobby. They must not have their mobile phones out in the dressing room.

**To protect the privacy of others, NO PHOTOS ARE BE TAKEN IN THE DRESSING ROOM.**

If students are found to have posted inappropriate photos or messages on social media, a meeting will be called with the Artistic Director, Director of Student Development and Director of Programming. After one warning, disciplinary action will be taken.

## Pick-up Policy

Please pick up dancers promptly after their classes, rehearsals and productions at designated venues end. **After a 10-minute grace period, families will be charged \$1 per minute for the time staff members have to wait for them.** Students must wait in the lobby for their parent or ride. We cannot monitor students waiting outside of the school and the safety of our students is paramount.

If there is unusually heavy traffic or circumstances beyond your control, please call the studio to notify us. Thank you for your cooperation.

## Facility

Emerald Ballet Academy's facility includes four spacious studios totaling over 6,000 square feet with state-of-the-art wood sprung floors, marley, mirrors, air conditioning, rotating art gallery, children's play area in waiting room, dressing rooms, ample parking, and easy freeway access.

## Building Rules

- Young dancers should stow shoes in a cubby upon entering the studio. Older dancers may remove their shoes, carry them to the dressing room, and put shoes in a cubby with their dance bag. **Street shoes cannot be worn on the Marley floor.** A warning will be given, then a \$25 fine will be issued; no exceptions.
- To minimize distractions to dancers, please avoid walking through studios when students are dancing. Use the exterior door located close to the girls' dressing room for more direct restroom access. Thank you!
- Children must be promptly picked up after classes. (See Pick-up Policy above.) Children aged 10 and older may wait independently between classes. **Younger children or siblings must be supervised at all times.**
- Out of respect for our dancers, teachers and administrative staff, please keep voices and activity in the lobby down to a minimum. Dispose of all trash and tidy up toys after playing in the children's play area.
- Because some of our dancers have food allergies, we are a peanut-free studio.

## Parking Lot Etiquette

Please park in a designated parking spot when dropping off or picking up dancers. **DO NOT STOP NEAR THE FRONT DOOR, WHERE THE TRAFFIC CONE IS PRESENT, EVEN MOMENTARILY.** This causes dangerous traffic patterns in the parking lot. If the parking lot appears congested, you can park in the lot to the left or behind the studio. There is one designated handicapped parking spot near the entrance.

## Weather/Emergency Closure Procedures

EBA will cancel classes according to the Bellevue School District decisions for school closures due to weather, road conditions and other emergencies. Additionally, when the Bellevue School District decides to have a late start, EBA classes will be cancelled that day. There are no make-up classes for weather related closures, nor are tuition refunds available for these cancelled classes. You can check the status of Bellevue schools at [www.bsd405.org](http://www.bsd405.org).

Should inclement weather conditions or an emergency arise after school hours, when ballet classes begin, classes may be cancelled at the discretion of EBA staff. Parents will be notified to pick up their child immediately and an EBA staff member will stay at the studio until all students are safely picked up.

## Communication

Email is the primary way we communicate with families. So that you do not miss important and time-sensitive information, including our monthly newsletter, make sure your email address is kept up to date with our office staff.

**There is a secure area on our website where we house production-related documents such as rehearsal schedules, volunteer sign-ups and more.** Go to <http://www.emeraldballet.org/family-login/> and use the password supplied in our newsletter.

Bookmark our [blog](http://www.emeraldballet.org/news-1/) at <http://www.emeraldballet.org/news-1/> to read periodic announcements.

EBT is on [Facebook](#) and [Instagram](#). Friend us to see last-minute updates and catch first glimpses of performance photos.

## Injury Policy

If your child is sore after class, please have your child discuss it with his/her teacher. The instructor can help determine if it is a good type of discomfort (muscles being worked in new ways), or if the discomfort is related to something your dancer is doing in class. If your child has experienced discomfort for more than a week, please take your child to the doctor.

If your child is injured and cannot participate in class, please contact the Artistic Director by sending an email to [info@emeraldballet.org](mailto:info@emeraldballet.org) or calling the studio. We encourage dancers to continue to come to class. With a physician's approval, dancers can often take class in a modified way, or they can watch class and take notes.

If a student is injured, they must either stay home or sit in the studio where their class is taking place to observe class. Sitting in the dressing room during their class time is prohibited.

## Photography and Videography

Unless you have received advance permission from our staff, no one is allowed to take photos or videos of dancers during class or rehearsal. You can purchase photographs and videos from our performances on our [website](#).

## Lice Policy

Unfortunately, lice happens. If your child has a confirmed case, please report it to our Office Manager immediately. (We will keep sensitive information confidential.) Remind children not to share hair supplies at any time.

*Last Updated 8/1/2018.*