



**LOCATION:**  
1194 South Main Street  
Springville, UT 84663

**PHONE:**  
(801) 427-5047

**EMAIL:**  
super-dawn@hotmail.com

**WEBSITE:**  
www.FallingStarDance.com

## POLICIES & PROCEDURES

Welcome to our award winning studio. We are excited to have you as part of our Family. We have so much to offer you from Acrobatics, Hip Hop, Jazz, Contemporary, Ballet, Lyrical, and Partner Contemporary Lift. We are all about positive teaching and good sportsmanship. Our goal is to help instill a love for the performing arts. Please read all of the important information within these policies and procedures to better understand how we run things.

*Note: By registering for a class you are agreeing to follow these policies and procedures.*

### New Registration

New student registration \$25 per student per season. Returning Student registration \$20 per student per season. Family price is \$45 per family. Class sizes are limited to the first 6-7 students. Form must be returned and registration fee paid to reserve a spot on a team.

### Withdrawing Participation

#### Technique Classes

Withdrawing from a technique class must be done by notifying the Director. You will be required to pay the full tuition for the current month in which your dancer is participating and any outstanding balances including late fees. If you are set up on an equal payment plan, the remaining fees for costumes, recital, and any additional non-tuition based add-ons become due within 30 days.

#### Competition Team

Competition team members are contracted for the year. All fees are non-refundable, no exceptions. If a dancer cannot not participate for ANY reason, they are responsible for paying the broken commitment fee of the total cost for the team for each dance in of the missed competitions/performances. In addition, monthly tuition cost for the remainder of the season is due within 30 days.

### Financial

#### Monthly Tuition

For tuition pricing please see the classes information found on the website. Tuition is due the 1<sup>st</sup> class of each month. Tuition is required to be paid for the upcoming month regardless if you attend or not. By registering your dancer, you agree that you will be responsible for your dancer's tuition. You understand that tuition is NOT prorated for the dance year and will remain the same when we extend or hold extra rehearsals. You also understand that in any event that we must cancel a class due to holidays, school breaks, or by the request of a teacher, this policy also applies. Please stay current with your account so it does not affect your dancer's ability to participate.

#### Payment Types

We accept Cash, Check, Venmo, and Credit Card.

Auto Bill Pay is the preferred method of payment, and as such, provides you with the listed discount price. For cash or check payments, the regular price (\$5 above listed price) applies. Auto pay by card can be set up during registration.

Assistants, directors, and teachers are not allowed to accept any payment other than costume deposits.

Payments by check must be written to Falling Star Dance Company. In the memo section. Remember to include the dancer's name and description of payment (i.e. Jane Doe -January tuition)

Cash or check payments must be delivered to 1006 W. 1000 S. Springville, UT 84663 (ATTN: Shaun).

If you'd prefer to pay via Venmo, please let us know and we'll provide you with the details.

A credit card is required to be on file for your account. This card may be charged for any late fees of unpaid monthly balances after the 15<sup>th</sup> of each month OR any applicable cancellation / broken commitment fees.

If there are any concerns with your payments, they must be addressed with Shaun within 30 days.

#### Equal Payment Plan

For those looking to keep payments consistent throughout the season, our Equal Payment Plan (EPP) is perfect for you. Request to have this set up during registration.

EPP sums all forecasted costs throughout the entire season and divides the total cost by the total number of months for which your child is dancing. This creates an equal payment each month of the season.

For example, an EEP could include: Recital fees, monthly tuition, competition fees, rental costume(s), and any additional dance apparel you purchase through Falling Star, such as Team Joggers, Shoes, Tights, or a Dance Bag. Rather than having monthly fees go up and down throughout the year when costume fees or competition fees are due, this EPP balances the expenses throughout the year into steady payments. The purpose of EPP is to minimize large periodic expenses.

Note- Additional unforeseen fees or charges may apply that were not built into the system at the time the EPP was set up.

### **Late Payments/ Additional Fees**

Late payments apply after the 15<sup>th</sup> of each month. The late fee of \$20, along with the tuition amount, will automatically be charged to your card/account on file. It is your responsibility to keep us posted on updated card information as a result of expiration or changes in the card/account on file. We will contact you if your card is declined for any reason. It is your responsibility to respond within 24 hours letting us know what action you will take to ensure payment is promptly made. Failure to resolve card issues, including auto bill pay, before the 15<sup>th</sup> of the month will result in a \$20 late fee. If a check is returned to Falling Star Dancers because of Non-Sufficient Funds (NSF), you will be charged a \$25.00 NSF fee. The best way to avoid late payments is to set up auto bill pay and have available funds.

### **Refunds**

NO REFUNDS will be issued for classes not attended. We do not give refunds. If you have overpaid then you will have a credit that can be applied to next month's tuition. Falling Star Dance Company pays for costumes, choreography, and competitions upfront and does not receive refunds. Therefore, we do not offer refunds.

### **Pay in Full Discount**

If you choose to pay for the entire season upfront you will receive a 10% discount on tuition only. The 10% is taken off after any applicable sibling discounts have been subtracted. Payment in full requires costume(s), recital fee, and applicable competition fees to be paid for up front. There is no discount for costumes, recital fees, competition fees, or other non-tuition expenses.

### **Sibling / Family Discount**

Receive a Family discount of \$5 off per month, per sibling, while all siblings remain dancing.

### **Unpaid balances/Account issues**

Falling Star reserves the right to send all unpaid balances to collections. Any delinquent accounts after one month may be sent to collections. At which time students will not be permitted to attend class. All fees obtained through collections will be your responsibility to pay including all applicable legal expenses. All financial research time exceeding 1 hour by Falling Star management, to facilitate and manage account balance problems, will be charged to the account at a rate of \$50 an hour and will be added to the balance due. By registering my child I agree to pay all amount(s) owed within 30 days of when such amount(s) incurred. I agree that it is and shall remain my responsibility to pay all amounts owed as set forth herein. I agree that interest will accrue on all past-due amounts at the rate of 18% per annum (1.5% per month) until paid in full. In the event any amount(s) is/are referred to a third party debt collection agency, I agree that in addition to any other amount(s) allowed for by law, (such as interest, court costs, reasonable attorney's fees, etc.) I will also be responsible for a collection fee of up to 40% of the principal amount(s) owing as allowed by Utah Code Annotated, sec. 12-1-11. The terms of this paragraph shall apply to all amount(s) incurred by me or by any individual for whom I have legal responsibility whether such amount(s) are incurred the day I register or after.

## **Communication**

### **Website**

To ensure everyone is receiving the same information all details are posted under the member login on the website. Upon receiving registration a text with login and password will be sent. It is the parent's responsibility to stay up to date by checking the website for parent news, fundraising details and performance information. Our website is awesome! It is full of information and should be able to answer most of your questions. On the site we have links to videos, pictures and the monthly newsletter. Be sure to check it out!

### **Text**

Quick communication and reminders is done via text or Facebook messenger. We use the contact information from your registration form to communicate. If for any reason you are not receiving the information you need, please contact the director to make sure we have the right contact information for you.

### **Parent Information Board**

Although the website is the best source for information, some parent information is listed on our studio board located inside on the studio wall. Check it out for updates including: Studio calendar, Competition Scores, Recital Line-up, and more.

### **Feedback**

We love and appreciate your feedback and comments so we can be the best for our students and parents. We want to hear about your positive experiences with students and staff as well. When someone exceeds your expectations or demonstrates exceptional kindness, let us know about it.

### **Discussion and Reporting Issues**

If you have something to discuss please do not interrupt any class that is in session, rather, discuss the situation with a teacher after or between classes. We do not handle problems via text message as details cannot be evaluated properly. Phone calls or face to face conversations will be made to handle any issues that may arise. If you do have a problem, please remain professional and be courteous as we seek to understand. We expect our staff and students to respect themselves, each other, and those that observe their performances. We believe most situations can be approached through respect and kindness. We give all students the benefit of the doubt and are objective in hearing all angles. If an accusation is made about another student, teacher, etc. and investigation will be opened. We want to find a positive outcome to issues that may arise.

### **Disciplinary Actions**

Falling Star has zero tolerance for drama and bad behavior toward directors, assistants, and fellow dancers. We are a dance studio providing a learning environment to all students.

Young dancers may be sent to think time (time out). This is a corner of the room where the dancer may think about the choice they made and decide if they are going to resolve the issue or be asked to leave class. For older dancers, after 3 warnings, students will be asked to leave so continued progress and learning can exist.

If any issue of poor behavior continues, the dancer will be placed on disciplinary probation. If poor behavior escalates or is not resolved the dancer will be removed from future participation with the studio. If a dancer is removed mid-season, fees will still apply and need to be paid in full, including broken commitment fees for competition dancers, recital fees, costume fees, and so forth.

## Studio Closure Days

We follow the Nebo School district schedule, because of this, when there is no school there is no class. Rarely do we decide to hold a class on a no school day, but if so, it will be approved by the director and will be communicated to parents through text and the Website Reminder Tab. Additional Closure Dates Include: Halloween & Valentine's Day.

## Class Attendance

Dancers are required to be on-time to every class, ready to dance, and dressed in appropriate dance attire (See "Attire" for details). If a dancer is more than 30 minutes late they will be asked to sit out and watch. If a dancer is not warmed-up, their body is not ready to dance, and we do not have time to wait for them to get ready before continuing class and choreography. Please plan your arrival time accordingly.

Dancers with injuries must have a written release from a doctor before participation will be allowed. They are still required to attend class to observe. Lots can be learned by watching choreography, movement, facials, counts, etc.

### Missed Class

If a dancer is not able to attend regular class they need to notify the instructor. If a dancer misses class they are required to learn the portions missed before returning to class. This is accomplished through the class video on the website.

## Drop Off and Pick-up

We want students to be safe. When dropping off your dancer please make sure your dancer is inside the studio (not just inside the lobby), before you leave. We also encourage students to stay inside the building rather than waiting in the parking lot for their ride. Please pick up your child on time. We are not responsible for them after the class time has ended. Parents who drop off too early or do not pick up dancers in a timely manner may incur additional charges.

## Class Observation

Due to student distraction we ask that parents, friends and family do not attend class. We find that students do better when a teacher is correcting them; however, parents are welcome to watch 10 minutes before class is finished to see what their dancer has been working on.

## Dancer's Responsibilities

Dancers are to be at class at the required start time dressed in the appropriate dance attire and ready to warm-up, practice, and learn. Dance needs to be a place for progression, please leave school talk and other issues at the door.

Each dancer must be dedicated to their team, outside activities cannot interfere with practice schedule and/or competitions.

Dancers must practice and stretch at home on a daily basis to improve their dance and flexibility. Those who are not showing improvements may be asked to turn in a practice sheet.

Dancers are encouraged to use the website to access the class videos while practicing. These videos may not be shared through any electronic device, computer, or saved to any storage device.

Dancers must adhere to critiques from the director and assistants so they can improve. We encourage dancers to ask questions. If the dancer is struggling they may need to participate in individual training to avoid holding the team back from continued progression.

## Dance Attire

### Clothing & Modesty Rules

Correct attire is required and is important for the dancer's success in class. When students dress like a dancer they act and dance like a dancer. More importantly they need to be in the right attire so they can move. The correct attire helps us see body alignment to make sure dancers are moving correctly. This will aid in teaching correct habits and avoid injury.

As a general rule plan on following the dance attire: **Girls:** Fitted dancewear. IE: Leotard, Unitard, Fitted T-shirt, Tank, Leggings, Shorts, Capri & Skirts, Tights. **Boys:** Clothes they can move in IE: Loose athletic shorts, athletic pant, t-shirt, tank top, etc.

**We do not allow:** Jeans, tops with revealing sides, low cut tops, midriff tops, cheeker-peeker leotards or shorts or other inappropriate dancewear. Our rules state No Boobs, No Belly's, No Bums. If a dancer is dressed inappropriately they will be given a rental uniform to wear for the day and \$5 rental fee will be charged to your account.

### Hair

For all classes hair should be worn up and secured. Dancers must provide their own hair ties and bobby pin to secure hair. Some choreography may require hair to be down, director will instruct students on when this is appropriate.

## Shoes

Dancers who compete are required to provide their own performance quality shoes. Shoes may include: neoprene foot undeez, tan or black gore boots, lyrical shoes, and/or hip hop shoes. Other shoes may be added for additional routines. If available, these can be rented, otherwise, they will need to be purchased. Falling Star makes 1 large bulk order each year. Let Dawn know ASAP if you'd be interested in purchasing shoes through the studio to receive a discount on our bulk order. Although technique classes aren't required to have performance quality shoes, they are highly recommended to learn correct motion, avoid injury, and improve consistency.

## Costumes

### Modesty

Appropriate costumes are something we take pride in at Falling Star Dance Company. Fitted costumes create silhouettes. Leotard, Unitards, Shorts, Dresses and tank tops extend legs and arms of dancers without exposing bellies. Dancers do not need to wear skimpy two piece costumes to express movement.

### Rental Costs

On average, rentals are \$35 per costume per season (*note- additional charges apply for premiere ballet*). Rental sizes are not guaranteed and are subject to availability. These rentals are offered at a discounted price to help minimize the cost to families.

### Costume Rental Payments

Late fees apply after the applicable season due date below. Each year we purchase some costumes to keep our stock full of various styles and sizes. The new costumes will still be part of the rentals program. Due dates are strictly enforced because of new costume shipping deadlines.

**Full season technique costume payment due date-** 2nd Saturday in November.

**Half season (Winter) costume payment due date-** 2nd Saturday in October.

**Half season (Spring) costume payment due date-** 2nd Saturday in February.

**Competition costume payment due date-** 2nd Saturday in November.

### Rental Deposit

A \$40 deposit is required before picking up each rental costume. It will be returned if the costume is returned cleaned, undamaged and unaltered.

### Tights Required

Performance tights are required to be worn under costumes for hygienic reasons. They must have no holes or tears. If a dancer has holes in their tights they will be required to purchase them from the director for \$10. This is to ensure all dancers have the same tights that are the same design and the same color to create an overall uniform look on stage.

### Underwear

All dancers must wear either: an all tan bra and seamless tan underwear OR a thin strapped tan leotard with no underwear. This must be worn under their costume at all times. We do not want to see your fun colored underwear on the stage when the bright lights hit. If you do not have these items, they will need to be purchased.

### Other Accessories

All dancers must wear small round diamond stud earrings. If your dancer does not have their ears pierced, use stickers with lash glue, glitter eyeliner or nail polish to create this look. NO OTHER JEWELRY, NO NAIL POLISH, No gum. Be sure your dancer is prepared. If you do not have these items, they will need to be purchased.

### Costume Cleaning

Please follow the directions on the tag for cleaning after each performance. All costumes, regardless of tag instructions, must be cleaned thoroughly in the groin and armpit area. Some costumes may need to be professionally dry cleaned. This may be an additional cost that is not covered.

### Distribution & Returns

All costumes become the parent or guardian's responsibility once they have been picked up from the studio.

Technique dancers will receive their costume one week prior to the end of year recital.

Competition dancers are to care for all costumes throughout the season. Costumes must be cleaned and returned 1 week following each performance for inspection.

Costumes must be **cleaned** and *returned in pristine condition* without stains, holes, rips, etc. If a costume is lost, or returned in a damaged manner it is your responsibility to purchase the entire costume at current market value.

### Damaged or Altered Costumes

Because costumes are rented, sizing may not be perfect. Dancers wanting to purchase costumes may have alterations made for individual fitting needs. Dancers are in charge of taking care of costumes. If a costume is lost, or returned in a damaged manner it is your responsibility to purchase the entire costume.

## Competition Team

### Competition Information Sheet

An information sheet will be posted to the website the Monday prior to competition weekend. This will include location information, spectator information, competition line-up, costume list, and packing list.

## **Transportation/Spectators**

It is the parent's responsibility to transport their dancer to and from competitions. Parents and dancers are to keep track of time to ensure they are with the team so they can be signed in 1 hour before it's time to perform. Some competitions require a spectator fee. Details will be given in a competition information sheet letting parents know of these costs.

## **Joggers**

Team joggers are to be worn to every competition no exceptions. Returning dancers should already have these, new dancers will need to purchase these joggers. Pricing depends on size, ask director for details.

## **Team Bag**

A Team bag is to be brought to every competition no exceptions. Bags must include studio name and dancer's full name. Custom Bags with the dancer's name may be purchased through the studio at an additional cost, ask director for details.

## **Recital Performance**

It is fun to be able to show off what you've learned throughout the year. To keep the energy high, we want to avoid charging spectators to view the performances whenever possible. There are two separate recitals during the year. Only dancers registered for the half season winter recital will participate in our winter holiday recital. Full season, spring half season and competition dancers will perform in the Spring Showcase. A recital fee of \$45 will cover the necessary facility expenses for the recital you have registered for. To help large families, we cap our recital fee at \$100 per family per recital. 1 free recital DVD per family is included.

## **Performance Hair and Make-up**

Make-up & Hair must be done with exactness to ensure uniformity. Specific make-up colors and hairstyles will be given. A tutorial will be provided on the website to assist with keeping the uniform look. Dancers need their own supplies (fake eyelashes, make-up, hair bands that match their hair color, bobby pins, hair spray, etc.). Do NOT assume the director will have time to assist with this. Dancers are to stay in full hair and make-up until leaving the performance or competition to travel home. Many photographs are taken and we want all dancers to look uniform in them.

## **Music & Choreography**

We realize that we are a big influence for these students not just in dance but in life, therefore, we strive to have only appropriate, character building music, and choreography. Often we mix, change and cut music to make sure it meets Falling Star's high standards. Each year we stick to a theme. Song suggestions are welcome, until the season begins. Unfortunately, not all suggested songs can be used. Edited choreography music will be available on the website for practice.

## **Photo/Video Release**

By contract on the registration form you consent to let Falling Star Dance Company use any photo and/or recording taken of yourself or your child associated with dance, including but not limited to recitals, performances, dance trips, activities, or this studio for décor, publicity, promotion, or advertising purposes. You also agree that all of these photos and or recordings associated will remain property of Falling Star Dance Company. These items are copyrighted and can be released with written consent from the director of Falling Star Dance Company. They can also be purchased through the media form.

## **Fund Raisers**

Fund raisers help dancers become self-sufficient, and help them achieve their goal to be a part of a dance team. Some team fundraisers may be required. Additional fund raising opportunities may be made available upon request. Be sure to contact the director for additional information on individual fund raising opportunities.

We also send home hard copy information with students concerning fundraisers.

## **Trade**

In limited cases the director is willing to negotiate trade options for training costs only. Trade may not be available for use towards costume rentals, performance or competition fees. Trade must be comparable and charged at the same discounted rate the studio provides. (IE: hourly rate is the same as studio, wholesale costs etc.). If a trade is negotiated but found to not be comparable, or is not fulfilled within the appropriate parameters set, participants will be required to pay the balance owed in full with all corresponding late fees within 30 days.

## **Liability & Injury Release**

By signing the registration contract you agree to release and discharge, Falling Star Dance Company and their employees, teachers, and assistants, from any liabilities growing out of, associated with, or related to any activity or travel in which I or my child may participate in. I understand that this is a full and complete release from any injury or damage which may happen to my child or myself as a result of my/his/her participation in any activity, regardless of the cause and severity of the injury. All of which is found in the

release waiver and indemnification agreement. This will also authorize employees to give medical assistance if deemed necessary. The primary contact will be responsible for any and all emergency & medical cost associated with this.

#### **Release Waiver**

By signing the registration contract signees do hereby execute this acknowledgement of risk, Waiver and Indemnification Agreement (hereinafter "Release") on behalf of the participant (hereinafter "Student") regarding students participation in training, instruction, travel and performance with Falling Star, any and all departments and associations involved, locations in which practices, performances, and events are held, their agents, producers, assistants, any respective owners, employees, independent contractors, instructors, teachers, assistants, drivers, landlord's, event administration and coordinators and all others affiliated with events or as part of the participation of Falling Star Dancers (hereinafter "Releasees") from all claims, demands, and causes of action of every kind whatsoever, in the participation of my student and I am authorized to execute this Release on his or her behalf.

#### **Acknowledgment of Risk**

By signing the registration contract signees are aware that the training and instruction performed by Falling Star Dance Company may involve hazardous activities. The signee acknowledges the dangers involved and do except any and all risk of injury or harm to student that may result from Students participation in training, instructions, travel, performance and participation with Falling Star Dance Company

#### **Waiver of Claims**

By signing the contract signees do hereby waive any and all demands, causes of action, lawsuits, or other claims against Releasees for physical, emotional, or other injuries or damages to student, including but not limited to permanent disability, death of student or damage to property arising out of, whether in whole or in part, the negligent conduct or inaction of Releasees. This release shall include all demands, causes of action, lawsuits or other claims against Releasees that may be brought by Student or anyone acting on his or her behalf.

#### **Indemnification**

By signing the contract signees do hereby agree to defend and indemnify Releasees from any demands, causes of action. lawsuits or other claims made by any third party against Releasees, whether individually or collectively, arising out of, in whole or in part, my conduct or the conduct of the Student.

By signing the contract signees do hereby acknowledge that they have carefully read this release and fully understand its contents. Signee's are aware that this release substantially limits their rights, student's rights and anyone acting on their behalf. They are Executing this release voluntarily by registering the student.

## **Conclusion**

Thank you for reading the manual. We look forward to helping your dancer reach their dance goals and follow their dreams! If you have any questions or concerns please contact Dawn Naylor (801) 427-5047 prior to registering.