

# DL Studio Guidelines, Terms & Conditions, Privacy & Refund Policy

## STUDIO GUIDELINES

1. **Cleaning Protocols:** In addition to our current extensive daily and weekly cleaning protocols we will be ensuring that all door handles, surfaces and bathrooms are cleaned in between each class.
2. **Disinfection Procedure:** All class equipment and props such as cones and dots will be sanitized after each use.
3. **Hand Sanitizer:** Additional hand sanitizers have been placed throughout the studio both in and outside the classroom for all to use upon entry and exit of the studio and during class.
4. **Hand Washing Policy:**
  - a. ALL Students will be required to wash their hands upon entering the studio.
  - b. Staff will be required to wash hands before and after each class.
5. **Personal Protective Equipment:** Any staff members stationed at the front desk will be mandated to wear a mask when speaking to any client or child. Additionally, staff members will be wearing masks during class. Mask breaks will be taken by staff members during class while they maintain the proper social distancing guidelines.
6. **Class Capacity & Physical Distancing:** Per mandated state guidelines, all classes at DL Studio will be maxed out at 50% of their standard capacity. Socially distanced markers have been placed on the floor to ensure the appropriate space is kept in between participants. Masks are mandated to be worn during class. Mask breaks will be given throughout class.
7. **Staff Promise:** All staff members will be asked to sign a declaration stating that they are re-entering DL Studio without infection or symptoms of COVID-19 (or other). They will also provide their guarantee that if in the future symptoms or infections occur, they will notify DL Studio management immediately. DL Studio management will then follow the below communication guidelines to parents and clients.
8. **Communication:** In the unfortunate event that there is a case of COVID-19 of a DL Staff member, a notification will be sent out via email. That staff member will go on paid-leave from the studio, an immediate cleaning and disinfecting of the studio will be conducted and the infected staff member will follow the necessary state testing and contact tracing protocols.

- a. **Client & Crew COVID Communication:** All parents of DL students as well as clients in our adult programs should notify DL Studio if they have tested positive for COVID-19 within 14 days of their last studio visit.
9. **Lobby/Waiting Area:** Please be mindful of those around you while in the lobby area and maintain the appropriate social distance.
  - a. We will be increasing the time in between classes to 30 minutes.
  - b. **DROP-OFF: Parents and caregivers will not be permitted in the studio for drop-off.** Instead we ask that you park and walk your child to the studio front door where a DL Studio staff member will greet them and take their temperature. We will place a sign on the door when there is 5 minutes before class, to signal when it is appropriate to enter. Upon entering they will be asked to immediately wash their hands.
  - c. Given our new hand washing policy, we are asking that all students come to class in their gear so that changing time does not interfere with other student's ability to wash their hands. If there is a day that comes up where this is not possible, please email the studio and we are happy to discuss and make arrangements.
  - d. **PICK-UP:** Parents and caregivers, we ask that you wait until 5 minutes prior to the end of class to enter the studio for pick-up. We will be keeping the studio waiting area clear from any sitting and waiting. Once class is over, we will release students five at a time to avoid congestion in hallways. While waiting, we ask that you make every effort to keep a safe distance between you and others. **Please ensure that you or your caregiver arrive on time for pick up. We are asking to keep the number of people in the studio to a minimum. A "5 Minute" sign will be placed on the front door when there is 5 minutes left in class, helping to signal to you when it is ok for you to enter the studio and wait for your child.**
  - e. **ALL INDIVIDUALS MUST WEAR A MASK WHEN ENTERING THE STUDIO.**
10. **Studio Capacity:** Per mandated guidelines, DL Studio will be limiting studio capacity to 25% of total.

## **TERMS & CONDITIONS**

**TUITION/REGISTRATION:** All tuition payments are due at the time of registration. There is a \$25 registration fee. For families signing up more than one child, the registration fee will be applied per transaction. If more than one child is registered at once, the registration fee will be paid once. If children are not registered together in a single transaction, the registration fee will be reinstated.

**CLASS AGES/LEVELS:** Classes are grouped by grade level. Throughout the year, Dance on the DL reserves the right to add or modify class groupings and/or levels. Students should register according to the grade they are entering in school..

**CLASS SCHEDULE:** The class schedule is subject to change. Classes may be cancelled or adjusted to a different level or age group based on enrollment. Please make note of class minimum/maximum capacity levels.

Pre-K/4YO: Maximum 12 / Minimum 5

Kindergarten/5YO: Maximum 12 / Minimum 5

Kids Hip Hop 6-7, 8-9, 10-12, 13-15: Maximum 12 / Minimum 10

Breakdancing: Maximum 8 / Minimum 4

**PERFORMANCES:** All students enrolled in the Spring/Summer Semester are required to participate in the end of the year showcase. All students are required to be present at all dress and stage rehearsals leading into the show as specified on our class calendar. If you have a conflict with the show date and time, please email [info@danceonthedl.com](mailto:info@danceonthedl.com) by March 1st.

In the instance we are unable to run a live show, DL Studio will plan an alternative means (such as video) for students to perform.

**COSTUME:** Costume Fee: Dance on the DL makes every effort to keep costume fees minimal. While we cannot commit to a set price, average costume fees range between \$75 – \$100 (some less).

**CLASS UNIFORM:**

- Sneakers are the ONLY shoes allowed to be worn in hip hop.
- All students are required to wear the Dance on the DL t-shirt to class every week. If a student hasn't received their DL t-shirt prior to class start, a black t-shirt can be worn in its place.
- Girls are required to wear black leggings along with their t-shirt.
- Boys are required to wear black sweatpants, joggers or shorts with their t-shirt.
- All girls' hair must be pulled back and all jewelry should be off before arriving to class (small stud earrings on pierced ears are the only exception).
- Each child must bring a labeled water bottle to each every week.

**PERSONAL ITEMS:** Dance on the DL and its staff members are not responsible for any personal lost or stolen property before, during or after class. Jewelry and valuables should be left at home.

**SCHOOL CLOSINGS/SNOW DAYS:** Dance on the DL closely follows the Darien School calendar, however we may at times continue with scheduled classes based on the forecast. We will advise parents of all class cancellations by email. We will also post any class cancellations to our social media channels. Dance on the DL will hold a snow make-up day for each semester. The days and times of these make-up dates will be released upon registration.

## **PRIVACY POLICY**

**PRIVACY POLICY:** Your email and personal information is NOT for sale: Dance on the DL collects standard customer information. We understand how important that information is to you and are committed to keeping it strictly confidential. We will never sell, rent or otherwise abuse the private information you have provided to us. Dance on the DL has an anti-spam policy that prohibits selling, sharing or otherwise abusing your email address.

## **REFUNDS & CREDITS (KIDS HIP HOP & BREAKDANCING)**

A request for refund two weeks or earlier prior to class start will receive a full refund, less registration fee.

A request for refund less than two weeks and up to 2 days prior to class start will receive a 50% refund, less registration fee.

A request for refund made 2 days or less prior to class start will receive no refund.

Once classes are in session there are NO REFUNDS OF TUITION\*. In the case of a medical emergency, condition or injury that would prevent a student from continuing his or her classes, Dance on the DL reserves the right to treat any tuition reimbursement on a case by case basis.

### **\*COVID 19 Cancellation Policy:**

In the instance that DL Studio is mandated to close down before the start of the Spring/Summer Semester, DL Studio will postpone semester start up to 3 weeks. The 3 weeks worth of tuition will be applied to your account as a credit towards costume fees as a part of our end of the year performance \*.

In the instance DL Studio is mandated to close down due to a secondary statewide or national COVID-19 shutdown **after** the Spring/Summer semester has started, classes will transition to Zoom for up to one month's time. If classes are unable to resume after one month's time, DL Studio will refund all untaught classes back to you and move to a modified on-line schedule with a separate fee schedule.

If DL can resume classes with more than 3 months time left in the semester, DL will offer a re-registration process for all students.

\*DL Studio hopes to have the opportunity for students to perform in a live show, however we also understand that this may not be possible. In the instance that a live show with audience members cannot happen, DL Studio is looking into multiple options for an end of the year performance for students.