

# **STUDIO HANDBOOK**

## **2024/2025**



# WELCOME

It's our absolute pleasure to warmly welcome you into our family at The Next Step School of Dance. Our team is thrilled to see so many familiar faces return to the studio and even more excited to see some new faces join our community. We have created this one stop handbook to hopefully shed some light on how things will run throughout the dance season as well as answer a lot of queries you may have before the year begins.

While we would love you to take the time to read this information carefully and keep your handbook in a safe place to refer to as you need, don't forget that our friendly office staff are always here to help and will happily answer any questions you may have. Nothing is too big or too small, we promise!

Sincerely,

Julie Schirm

Owner/Artistic Director

# REGISTRATION

## **BEFORE YOU BEGIN**

Before putting on your dance shoes, it's required that all students and/or parents – whether returning or new – log in and sign your registration paperwork so we can ensure we have the most up-to-date contact details for you. This information includes your registration form, media release form (so we can show off photos and videos of our amazing dancers in and around the studios), and public liability / insurance contract. Our end of the season pre-registration specials ensure that in the event of classes reaching capacity before the season kicks off, you will be guaranteed a place in the class(es) of your choice. You will also have the opportunity to take part in our many pre-registration specials offered. You can register in our Studio or You can register Online at:

<https://app.thestudiodirector.com/thenextstepdance/portal.sd?page=Login>

If there is a failure to pay your registration fee on time the result will be a loss of your place in the class. We encourage all of our students and families to try a variety of dance styles. We are more than happy to accommodate trial classes for existing students who want to try something different. Please contact the front desk if you would like to try a new class and we will happily schedule a quick meeting and fit you in for a trial (provided the class has not reached capacity).

## **MEMBERSHIP FEE**

The 2024/2025 Membership Fee is broken up into 2 different levels:

**Basic:** \$50.00 for families with one student and \$70.00 for families with 2 or more students.

**Premium:** \$75.00 for families with one student and \$9.00 for families with 2 or more students

## **ROLLOVER REGISTRATION**

For your convenience, and to reserve a space for the following season, annual membership fees will be automatically renewed and applied to your account on June 1, 2025 unless a withdrawal form is completed in the office before that date.

# Tuition & Payments

## TUITION STRUCTURE

Tuition rates are for the full season (including studio holidays) from September 6th through the Spring Recital in June, not by the number of classes in the month. A full season of dance includes a minimum of 34 lessons broken up into 10 equal installments.

Tuition fees are paid monthly or annually. - After registering (paying for 1st Installment + annual membership fee), monthly tuition installments must be paid by automatic EFT, debit, or credit card payment or cash payment.

## TYPES OF PAYMENTS

Tuition will be debited from your account automatically (or charged to your credit card) on the 1st day of each remaining month. There is a 3.5% convenience fee on credit or debit card payments. To avoid this fee, please make your payments by EFT by providing a checking account and routing number.

*\*We accept Visa, Mastercard and Discover Only.*

Payments can also be made by cash or check in person at the studio.

All families must fill out an EFT/CC Form located on our website.

## DISCOUNTS

Multiple Lesson Discounts:

3% discount on 3 – 4 lessons per family

7% discount on 5 – 6 lessons per family

10% discount on 7 or more lessons per family



Military Discount: 10% off of tuition for members of our Armed Forces (active military families).

Yearly Tuition Paid in Full Discount: 5% discount if yearly tuition is paid in full on or before September 30, 2023. (Non-Refundable)

## ADDITIONAL CHARGES

### Recital Costume Fees

Recital costumes will be paid by automatic bank account debit or automatic credit card payment on December 1st for the 1st and 2nd costumes, and again on January 1st for the remaining 3 or more costumes.

*\*Costumes are approximately \$80.00-\$100.00 per costume*

### Recital Package Fee

Our Recital Package Fees are charged automatically with your April Tuition. This includes recital items such as end of the year t-shirt, program, medal, end of the year gift, and digital download.

*\*Recital Fee is approximately \$80 per student/\$120 for families with 2 students*

# Account Policies

## NSSD ACCOUNTS POLICIES

Accounts not paid within terms are subject to an accruing 7% monthly finance charge and discontinued services until paid. This charge will be applied on the 11th day of each month. Accounts more than 60 days past due may be submitted to collection services.

## NSF PAYMENTS

NSF on paper checks, auto-debit, or auto-charge payments will incur a \$25 NSF fee which will be paid at the front desk along with the tuition.

## WITHDRAWL FROM CLASS

There is a one month minimum for all lessons. A one-month notice from the first of the month is required to discontinue any payments for the following month. To withdraw a parent must complete and sign a withdrawal form. Automatic bank debiting or credit card charges will stop after the one-month notice period.

## REFUNDS/CREDIT ON ACCOUNT

Tuition, membership fees, and costume fees are not refundable for any reason. Refunds are only issued when NSSD cancels a class due to low enrollment. Account credit will be issued when the student or parent initiates the schedule change. Credit will be applied to any NSSD tuition or fees due within one year.

No refunds will be given if a similar online class is provided in place of an in-studio class.

## PRIVATE LESSON CANCELLATION POLICY

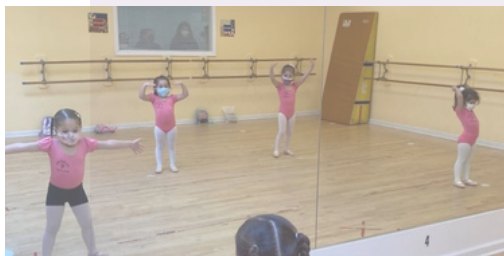
All private lessons cancelled within more of 24 hours' notice will receive a full refund. No-show lessons or lessons cancelled with less than 24 hours' notice will be charged the full amount.

## 5 WAYS TO LEARN NSSD

NSSD offers a variety of service options including private instruction, small group instruction, traditional classes, online instruction and pre-recorded classes to NSSD POLICIES meet the needs of students and staff as well as for the ability to maintain service continuity in any situation.

## REFER A FRIEND

Refer a friend to us and receive a \$25.00 credit to your account after two months of paid dance lessons by new student.



# General Studio Policies

## **DRESS CODE**

Proper attire and hair etiquette are required for all classes. Special class attire including shoes, leotards, and tights will be sent along in an e-mail for information on fitting appointments. All required items will be available from the studio or will be provided with where to purchase items.

## **LOST & FOUND AND SECURITY**

A lost and found basket is located in the front lobby. Please check the lost and found basket regularly as all lost and found items are donated to Goodwill on the 1st and 15th of each month.

Security cameras are located in public areas for safety and security. NSSD does not make security or video data available to students or parents.

NSSD is not responsible for any lost or stolen items. Please do not leave belongings unattended.

Dancers are encouraged to take dance bags into classrooms with them.

Cubbies are also available for our students to keep their belongings in.

## **ATTENDANCE**

Regular attendance is vital to student progress and group choreography. Please make every effort to attend each class. Students may make up missed classes until April 1st. If you miss more than two of the final eight classes before recital you may be dismissed from participating in the recital routine at the discretion of the teacher.

## **NSSD POLICIES INCLEMENT WEATHER POLICY**

In the event of inclement weather, an email will be sent and a social media post made by 2pm if classes are canceled (by 8am for morning classes). Please note that we do not necessarily follow school closings as roads are often cleared by the time studio classes begin. Any canceled classes may be made up on your own time from our regular schedule of in person and on-line classes, based upon availability. In the event there is not a makeup class available, a replacement lesson opportunity will be scheduled.

## **RESCHEDULING AND SUBSTITUTION**

NSSD reserves the to reschedule or combine classes. NSSD reserves the right to provide a substitute or replacement teacher as NSSD may deem necessary. NSSD reserves the right to deliver class content via an online system in the event that classes are not able to be conducted live for any reason including, but not limited to: weather, teacher absence, or governmental advisory

## **PARKING**

Do not block or park in any of the driveways on Swayne Avenue. Our staff members, Cirillo Electric, & other building tenants are constantly moving in and out of the driveways. Please do not park in the designated spots for "Play & Learn" or in the lower lot for "Cirillo Electric". We recommend parking on side streets and across the street from the studio.

# Safer Studio Policies

## SAFER STUDIO POLICIES

NSSD requires all staff and students to stay home when they are ill. In order to reduce community spread of Coronavirus, we follow best practices and recommendations from our local health department and from our industry associations, More Than Just Great Dancing!® and Youth Protection Advocates in Dance. NSSD understands that unlike older children and adults, young children cannot be expected to maintain social distancing at all times.

Therefore NSSD focuses on a hierarchy of measures beginning with keeping ill people home, followed by frequent hand cleaning and good hygiene practices, amplified cleaning, and curricular and facility adaptations to minimize contact and mingling where possible. In the event a class is unable to be held at the studio classes will convert to an online learning platform until in-studio classes can resume.

All faculty members are background checked prior to the start of the season.

## CONTINUOUS PARENT COMMUNICATION SYSTEM

NSSD uses a “green, yellow, red” system of continuous parent communicating regarding the status of classes which can be found in the top right-hand corner of our website and social media. Green indicates to attend face to-face classes as usual. Yellow indicates a cautionary change to service delivery, so please check your email. Red indicates clients should stay home and attend class online.

# Communication Is Key!

## COMMUNICATIONS

At NSSD we go to great lengths to keep you informed & up to date. Monthly E-Newsletters, Email, Facebook, Instagram & Lobby Communication Centers - “Everything Recital Guide” – Emailed and publish on our website

## QUESTIONS

We are happy to answer any questions you may have regarding your dancer or our programs. Let us know if we can help you in any way.

## FOLLOW US

Facebook Page: The Next Step School of Dance

Instagram: thenextstepsofodance

Twitter: nextstepdancer



# End Of The Year Performance

## COSTUME ORDERS/EXCHANGES

All classes have a recital costume unless noted on the schedule.

End of the year performance costumes will be paid by automatic EFT, debit or credit card payment on December and January 1st and are not refundable. Costumes are ordered over Christmas Break. Costumes will not be ordered unless payment is received in full.

Students are measured for costumes in classes beginning in November and they will be delivered in Jan.-April. If a costume does not fit, we are able to exchange within one week of receiving it at no cost to you, if it is returned in its original packaging. After that week, there may be additional shipping/handling fees and/or limited availability.

## END OF THE YEAR PERFORMANCE

We end our season with our Spring Recital. The Spring Recital will be held either in May/June depending on local theater availability. Spring Recital and mandatory dress rehearsal dates will be tentatively published upon approval from venue.

We attempt to accommodate every school's activities while meeting the technical demands of the show.

Tickets will be available for purchase through a ticketing service in April/May (date TBA). Ticket prices typically range from \$25-30 (not including on-line ticketing fees).

Signing your online waiver, informs us that you have read, understand and agree to abide by these policies.

## WAIVERS

All families must sign a studio policies paper online via your parent portal. Failure to do this will result in dismissal from class.

## Injury

In the event of a serious injury and a long absence from class, the dancer must have clearance and YPAD paperwork from a doctor to participate in dance class.

