

POLICIES

INTRODUCTION

KBS Dance Ltd. requires that, before a student may attend classes during a given school year, the student's parent or legal guardian must complete a Registration form, pay a Registration fee and sign the Agreement that indicates he/she has read, understood, and will abide by the Policies of KBS.

In these pages, the terms 'we', 'our', 'us', 'KBS' and 'School' mean KBS Dance Ltd.; the terms 'you' and 'your' mean the person who signed the Agreement.

REGISTRATION FEE

A non-refundable Registration fee for each student is payable once per school year at Registration time or with the class fee payment prior to the first class attended.

CLASS FEES

The School year is divided into three 12-week terms that start approximately at the beginning of September, December, and mid-March. Class fees are generally charged one term at a time and are payable in advance for a full term (Term fee). Alternatively, classes may be paid for in advance one class at a time (Single class fee).

A family discount is applicable to Term fees: the greater the fee paid in advance, the greater the discount. The Term fees for all students in the same family, when paid at the same time in advance, may be added together to qualify for a larger discount.

Class fees not paid in advance are charged at the Single class rate for each class attended. In addition, a late fee is added to the Single class fee for each week that payment is late.

Owing to class scheduling restrictions, a student scheduled in a class of stated nominal length will actually receive a few minutes less instruction. These minutes allow for a following class to begin on time.

EXAMINATION FEES

A student who qualifies and wishes to take an R.A.D. or I.S.T.D. examination will be required to pay in advance the examination fee set by the examining organization, as well as a room rental fee and a pianist (or equivalent) music fee.

COSTUME FEES

A student participating in one of the School recitals may be required to rent a costume from the School's wardrobe or to purchase a costume that will then be kept by the student.

CHEQUE FEES

If the bank returns your cheque for any reason, or a stop is placed on it, KBS levies an NSF charge. You must pay the outstanding amount within one week, including the NSF charge plus GST, with cash, debit card, or certified cheque.

If you issue an invalid cheque and do not correct it before leaving the office, KBS levies an Invalid Cheque charge. You will need to correct the cheque within one week, initialing each change, (or write a new cheque) and pay the Invalid Cheque charge plus GST. A cheque is invalid if it has one or more of the following faults: Date: is after the current date, is earlier than one month ago, or has blank or ambiguous date fields. Amount: the numeric and written \$ values differ in any respect.

FEE PAYMENT

You may pay fees by cheque or cash to the office, or credit card online using PayPal. For cash payments, please bring the exact amount, as the Office does not keep cash on hand for making change.

REFUND POLICY

Generally, KBS does not offer a refund of any fee paid, with the following exceptions:

- 1) Within the 10-day grace period after the Agreement is signed, you may rescind the Agreement and request a refund of monies paid, by sending us a written request.
- 2) When a student has suffered a medical condition that prevents attendance at KBS, you may request a refund in writing along with medical documentation. A \$25 administration charge applies in this case. Alternatively, if it is likely the student can return to class in a later term, we will grant credit for unused classes without charge.
- 3) When a student is asked to withdraw from KBS, we will provide a refund of unused class fees.

In all cases, a refund will not include the Registration fee or class fees for classes already attended.

We suggest that new students start with Single (Trial) classes if there is any doubt that the student might not wish to enroll for the entire term. This is particularly important for beginners of all ages so that both student and class teacher are satisfied.

FEE SUMMARY

For fee information, please contact the KBS Office.

ARREARS

KBS reserves the right to dismiss a student from the School when fees owed remain in arrears for an extended period of time.

COMMUNICATION

Kanata Ballet School keeps its students and parents up-to-date in the following ways:

- By publishing pertinent information on the School **website**: www.kbsdance.com
- With a periodic **Newsletter**, published about once a month, sent home with the students and also posted on both Studio bulletin board and website.

You may contact the School in the following ways:

- By telephone to the Office: 613-592-2596
- By email to the Office: office@kbsdance.com
- By email to the Principal: info@kbsdance.com
- By facsimile to the Office: 613-592-3723
- By mail to 168 Walden Dr. Kanata, ON K2K 2K8

If you wish to contact a teacher personally, please arrange to do so outside of class times, as teachers will not have time to speak to you between classes. To arrange a personal conference with any member of the Staff, please contact the Office.

POLICIES**CLASS SCHEDULING**

Classes are normally scheduled in Studios A to C at the John Mlacak Centre, 2500 Campeau Drive, Kanata. The studios are leased from the City of Ottawa, and from time to time the City cancels our permit for this space in order to accommodate large functions such as Art Fairs and political meetings. Classes affected by these cancellations will be re-located or re-scheduled.

Classes that coincide with official holidays are usually cancelled and made up at a later time.

Class changes are announced in the Newsletter and on the website. A class schedule is available at the Office.

Classes are not normally cancelled owing to severe weather conditions.

KBS reserves the right to combine or cancel classes with fewer than 5 students.

STUDENT CARE

While a student is at the studios, we will be responsible for the care of the student from 5 minutes before a scheduled class begins until the student is picked up after class. Parents or babysitters should stay until the class begins and be prepared to pick up the student a few minutes before the scheduled class ending time.

KBS, its staff, assistants and volunteers cannot be held responsible for claims of damage or injury of any kind sustained by a student while on the studio premises or at any event in which the School is participating.

VALUABLES

KBS and its staff are not responsible for valuables, money, or other personal items left at the studio, although KBS maintains a Lost & Found for such items when found by Staff. The student and parent/guardian hereby waives any claims against KBS, its staff, and the City of Ottawa, with respect to personal items lost or stolen on Studio or event premises.

ETHICS

It is understood that students enrolled at KBS are not concurrently attending another dance school.

Students may not reproduce or use material taught at KBS without written permission of the Director.

Video recording by an individual of any KBS class, performance, or participatory event is strictly forbidden unless authorized in writing by the Director.

CODE OF CONDUCT

Every student at KBS is valued and respected equally. In return, students are expected to show courtesy, kindness and respect to KBS staff and peers.

KBS reserves the right to dismiss a student and to expel any person from the Studio or KBS event premises whose behaviour is considered by the Director to be dangerous, disruptive, unruly, or disrespectful. If a parent or guardian is the person at fault, related students may be dismissed from the School.

Each dance class schedules an Observation class once in each of the first and second terms during which parents are invited to observe a student's progress. Otherwise, classes are not open to the public.

Hallways must be kept clear when classes are in session. While your children are dancing, please wait for them elsewhere (for example, Lounge or Library).

CLASS ETIQUETTE

Parents should ensure that students arrive at the Studio at least 10 minutes prior to class to allow the student to be on time, properly attired (see KBS Dress Code).

Shoulder-length and longer hair must be in a neat bun for all classes, with the exception of hip-hop. If hair is too short for a bun, it must be pulled back off the face and neck.

No jewelry or wristwatch should be worn to class. Small stud earrings are permissible.

Foods containing peanuts should not be brought into the Studio, as some students are allergic to such foods. Water or juice in a small bottle is permitted. Gum chewing is not allowed in class.

Cell phones may not be used in class and must be turned off or set to 'silent'.

If it is necessary for a student to miss a class, we ask that you inform the Office in advance at 613-592-2596. Classes missed for a good reason may be made up and are to be arranged with the Office.

PUBLICITY

We reserve the right to use a student's photo or video images for advertising and promotional purposes and permission for such use is hereby granted.

PRIVACY CODE

We understand the importance of protecting your personal information. We do not disclose personal information to any person or organization other than the staff of KBS. We collect personal information from you for the following purposes:

- To allow us to communicate with you and your student.
- To identify students and enroll them in appropriate classes, events, and examinations according to desire, age, and experience.
- To identify student medical conditions and to provide information needed in case of a medical emergency
- To process credit card and cheque payments.

By signing the Application, you consent to the above uses of your personal information. You may withdraw your consent with respect to some or all of this information by writing to us.