

## **Studio Policy Agreement**

Ray Of Light Performing Arts Studio (ROLPA), 22772 Main Street Hayward, CA 94541



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*In an effort to provide our students and parents with the best customer care and finest dance instruction, we ask that you take a moment to familiarize yourself with the following policies and procedures. Please read carefully before registering for classes.*

**Dance Season:** The full dance season begins in the New Year (January) and ends in December. January-May is the Spring session. Summer session is June-August. Winter session September-December. An annual showcase will be held, the exact month and date TBD. Performing is encouraged but not a requirement. (Students not participating in the showcase will not be excluded. The majority of our classes focuses on technique and dance instruction. Regardless if performing or not, all of our students will learn a dance routine as we approach performance time but there is no obligation to take the stage. Please inform teacher right away if your intention is not to participate in the annual production.) During our various sessions, mini camps and workshops will be offered in addition to regularly scheduled classes for those that wish to participate (separate fees apply).

We follow most of school closings for holidays. Our studio will be closed for the following: Labor Day, Thanksgiving break, Christmas break, July Fourth, and Memorial Day.

### **1. Tuition**

Tuition is due the first class of each month. A \$10.00 late fee will be charged if tuition is not received by the 10th of the month. We do not send out reminders as this is done automatically each month. ONLY the first month's tuition can be prorated and a registration fee will be charged at the time of initial registration. All months are billed the same regardless of holidays, etc. Some months you will receive five classes, some three. Monthly tuition is based on how many classes are taken each week, whether by one dancer or by immediate family members. Refunds are not given for missed classes. We will give you a time to make up the missed class (Please see Attendance/Make-Ups sections below for further details). All students (except those who have a previous pay arrangement and invoiced separately with "ROLPA"), are encouraged to pay for their classes by automatic online payment via credit card. Please enroll by completing the online registration. Be sure to keep your information up-to-date. If your credit card is declined and does not clear by the 10th, a \$10.00 late fee will be assessed. Studio may request for cash or other certified funds if there are repeated occurrences.

Billing is subject to changes by ROLPA in which all signees will be notified 30 days in advance.

*A one-time registration fee of \$20 is required for each student to register.*

*In addition to monthly tuition, there is annual studio fee of \$20.00 per family that is due in the Spring. Cash or check ONLY.*

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I FULLY UNDERSTAND THAT THE OWNER/ DIRECTOR, AND STAFF OF ROLPA HAS THE RIGHT TO REFUSE LESSONS TO ANY STUDENT WHO'S TUITION IS DELINQUENT.

### **Observers**

No observers in the dance rooms. For our parents' viewing enjoyment, we installed observation windows so that they can see step by step what the student is learning. If observation becomes a distraction, then the instructor has the discretion to close off observation.

### **2. Attire**

Proper dance attire must be worn to class at all times. If a student is taking multiple dance classes in different genres, one style of dance attire should be worn for all the classes. This eliminates the restroom being used as a changing room. **Ballet:** Children's classes such as mommy and me through Ballet 1 must wear a pink leotard, pink tights, pink ballet shoes with hair secured back and off of the face and neck. Ballet 2 and up must wear a black leotard, pink tights, pink ballet shoes with hair secured back and off of the face and neck. **Gymnastics:** Ladies must wear a leotard with dance pants over it. **All other classes:** Wear form fitting dancewear, no jeans or skirts. **Gentlemen** may wear jazz/sweats (not baggy)/ warm up pants and tee shirt for all classes. **Jewelry:** Should be removed for all dance classes. **In/Out** We recommend for students to wear a cover-up over dance attire while entering/exiting the studio such as a t-shirt or warm-up.

### **3. Behavior, Etiquette, and Respect for Others**

We want all of our students to have an enjoyable and educational dance experience. We will treat you and your children with courtesy and respect. We expect our students to show the same attitude toward their teachers and fellow dancers. Heed to your teacher – Do not have side conversations during class. It can disrupt the entire class and makes it difficult for the teacher to communicate with the students. Just as with school classrooms, we need to show respect for those trying to learn. Reasonable rules and standards are provided to promote self-discipline. Students should arrive at the school with sufficient time to change into dance shoes to begin class on time. If students need to leave before the end of the class, they should notify the teacher before class begins. Students may not leave the classroom without first receiving permission from the teacher. Staff of ROLPA have the responsibility to see that their class is under control. Inappropriate behavior will not be allowed.

Children not participating in a class (at the time a class is running) should be supervised by an adult at all times and sitting quietly in the waiting room.

Come prepared to dance – attire, grooming, attitude, ambition, and energy!

### **4. Conduct:** We strive to keep a positive, fun-filled environment for our students and their families to enjoy. If we feel it is necessary, ROLPA may discontinue/cancel its services at any time to any individuals who do not follow this philosophy or who participate in behavior that is not in our best interest.

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5. **Safety & Other Studio Policies:** Safety is our #1 priority. Students must wait inside the waiting room while waiting to be picked up after class. If we feel necessary, the studio may ask to see proper identification (such as a driver's license) of the individual who is picking up the student. Siblings and all other small children waiting inside of the waiting room must be accompanied by an adult at all times.  
Please keep classrooms, restrooms, and lobby areas clean. Dance bags and other belongings must be stored out of the way and clear from traveling areas. Noise levels should be kept at a minimum and we do not allow running in the studio waiting room or hallways at any time.  
Students may not go in the classroom without a teacher present. To avoid distraction, we ask that parents do not go inside the classroom or open the door at any time unless asked by the teacher. For younger classes. We ask that parents encourage their little ones to use the restroom prior to their class starting.
6. **Class Registration and Class Cancellation Policy**  
*Classes and instructors are subject to change at the discretion of owner/director.* All group classes are 45 minutes-1.5hrs in length (depending on the class) A minimum of 2 students is required for a class to be its normal length. If there is less than two people attending the class, the duration of the class shortens by 15 min. ROLPA reserves the right to cancel a class if less than two students are registered. In the event of a class cancellation, students who were registered and paid for the class will receive a full credit on their account for use in another scheduled class.
7. **Communication**  
We work very hard to keep you informed by e-mailing and updating our Website. Please keep up to date by reading e-mails and checking the studio information board and Website. Please know that it is important for us to hear your heart and any questions or concerns you have. However, if the question is not brief, during or in-between classes may NOT be the appropriate time to ask. The Instructors have a tight schedule and are not able to meet with parents during class time. If you need to talk personally to an instructor, please schedule an appointment with the studio so that the instructors can give you their full attention. We are happy to have your child's teacher or the director call you for a phone conference at any time.
8. **Dropping off and picking up students**  
Parents/guardians are welcome to drop their child off for dance class. Parents may want to stay for young children in classes. Please be on time to pick up your child after class as a common courtesy to the teacher.
9. **Private Lessons** You may book a "private lesson option(s)" with the owner/director. After the lessons are purchased you may schedule appointments with the instructor. Please double-check your scheduled private lesson time as cancellations must be made 24 hours prior to lesson.
10. **Attendance/ Make-up Classes**  
Tuition will not be prorated/ discounted for students missing classes. There are no refunds on classes missed; however, you are welcome to come in another day & time to take class. There will be make-up classes scheduled to accommodate studio related cancellations. We will send out emails to notify you of a cancellation so it is important to keep a current email address on file. We do not accept any make-up classes in the month prior to our annual showcase.

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Please notify the studio staff if your child will be absent. We can then let the teacher know.

Commitment is key to the student's long-term success. We encourage students to attend all classes so that they do not get behind when learning material or preparing for showcase. Students must arrive at least 5 minutes prior to their class starting and be fully dressed in proper dress code.

Students coming in late cause too much distraction, delay, and will not be properly warmed-up for class. Good attendance is imperative, as absences and tardiness can hold back an entire class; and the studio cannot jeopardize its responsibilities to the rest of the class. If more than 3 out of the last six classes before the annual showcase are missed the dancer WILL NOT be allowed to participate in the showcase.

### **11. Illness or unforeseen circumstances**

Illness implies any onset fever, coughing, or sneezing not associated with seasonal allergies. Please respect the staff, parents, and students who do not want to be exposed to any illnesses. In the event of an extended illness or other unforeseen circumstances, please contact the studio as soon as possible. If a student misses a class (due to sickness, vacation or other event), they may take a make-up class which can be used within one month. No refunds will be given for students that miss a class.

### **12. Withdrawals**

For withdrawals, we require a 30-day written notice.

### **13. Adding/Changing classes**

Students are welcome to add classes, level permitting – just inform the studio. To add a class, please submit a request via email at least 2 weeks in advance of the intended add to ROLPA. The adding process is easily done online once the change is approved.

Notify the studio staff immediately if you are changing the day and time of your class. To change classes, notify via email, admin will drop old class and inform you to update your account by adding the new one. You must have the permission of all teachers involved. This information is especially important when we are ordering costumes and preparing dances for the annual showcase. You are responsible for any accrued payments due to the change in classes.

### **14. Notification for Dropping Classes**

To drop a class, please submit the request at least 2 weeks in advance of the intended drop date to ROLPA. You are charged as an active student until you notify the studio of a change in status.

### **15. Class Placement**

Placement is up to the discretion of ROLPA.

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### **16. Annual Showcase**

We have one main stage dance production and one musical theater production per year. We welcome everyone to perform in our productions, but it is not a requirement.

Performance Fees will be invoiced separately approximately a couple of months out from the showcase. Musical theatre performance fees and costumes are separate from dance performance and costume fees. Tickets are always sold separately. Additional show expenses may need to be met.

Showcase costumes will run from \$40 to \$100 per costume. Combo classes should only need to purchase one costume for both the genres. If a dancer is in more than one class, he/she will need to purchase additional costumes. The vendor used to order costumes is at the discretion of ROLPA. The Showcase/Costume fee is due by the given due date so that costumes can be ordered on time. You may pay money towards your costumes at any time before the costume fee is due. The costume size that will be ordered is at the parent's discretion. Once costumes are ordered there are no refunds or size changes (unless it is a distributor complication). Any alterations needed are the parent's responsibility. All tuition accounts must be up to date to order costumes. Any costumes that are ordered after the original order goes in will have to pay a late fee for shipping and they may not be here in time for showcase pictures.

### **17. Conventions, Performances, and Other Activities**

During the year, many of our students have opportunities to participate in activities such as master classes, class demonstrations and community performances. We encourage all students to take advantage of these opportunities. Information including costs and entry fees etc. will be provided in advance of each event. All fees must be paid in advance of said event.

### **18. Photo Shoot**

You will see some beautiful pieces of artwork on our wall of fame. Each class is featured on the wall as a memory of your classmates and individuals demonstrating their year of accomplishments, plus candid photos from the studio's activities and company's events. This is a keepsake for all to cherish for years to come. The photo shoot takes place about two weeks out from the showcase. We schedule the shoots as costumes arrive. Children (and parents too) learn so much during the photo shoot: how the costume is to be worn, how to secure headpieces, how to style hair and apply theatrical make-up. This is like a wardrobe rehearsal for the show.

### **19. Parent Volunteers/ Opting Out/ Scholarships**

Parents will be asked to volunteer in the showcase. There is an opting-out fee if you cannot or choose not to volunteer.

A very limited amount of scholarships can be given at ROLPA. Scholarship parents are required to volunteer in the showcase and various other events as per discussed specifically with ROLPA.

### **20. Photo/Video Release:** ROLPA is granted permission to take photographs or videos of their students to use in any forms of advertising (such as websites, posters, flyers, Facebook, Instagram, etc.). Students/parents who film footage of other students performing at or for ROLPA should tag and/or provide the footage (either copied, forwarded, emailed etc.) to ROLPA.

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### **STUDIO RESTRICTIONS:**

#### **Food and Beverages:**

No gum, food or drinks are allowed in the dance rooms. (Bottled water is OK.) Non-messy snacks or food may be eaten in the hallway ONLY. All food should be thrown away in the hallway trash ONLY.

#### **Shoes:**

Street shoes are absolutely forbidden in dance studio A. All street shoes MUST be removed and left in the entryway. Soft-soled, non-marking, clean dance shoes are allowed on the dance floor - no tap shoes (Studio A), *no rosin*.

#### **Smoking/Incense/Flames:**

No smoking anywhere inside or outside the building (This includes vapor or smoke of any kind). *No incense or open flames of any sort*.

#### **Animals or Pets:**

ONLY certified service animals are permitted inside of the studio.

#### **Lost and found items:**

Students/Parents should not leave any equipment, costumes, props or personal belongings anywhere in the studio, hallway, bathroom, or back rooms. ROLPA is not responsible for lost items. Items left behind will be placed in the in our lost and found basket, and if not claimed in 6 months, will be donated.

#### **Key Code:**

Students/Parents agree not to inform any person of the code for the entry door key lock box. The combination will be changed at ROLPA's discretion, based on any security situation that may arise. In the event of a change, students/parents will be informed of the new lock box combo. Please save the code to back door. We will not be answering the door for any knocking.

#### **Security:**

Each student/parent assumes responsibility for the security of the studio upon entering and exiting the property. Students/Parents are required to keep the 'street door' locked and key code door fully closed (not propped open unless otherwise directed by owner/director or staff) during their rehearsal or class. This also includes returning the space to a secure state upon leaving.

#### **Emergencies:**

For any urgent issue that might compromise the structure or safety of the studio or the building, please call the ROLPA Emergency Contact: Reagan (510) 355-7356. For accidents, health crises, criminal activities, or fire, call 911.

#### **Damage:**

Each student/parent will assume full responsibility for any damage caused to any part of the entryway, studio, back rooms, bathroom, stereo equipment, floors, windows, mirrors, walls, ceilings, etc. sustained during the student's scheduled class time. Each student/parent agrees to pay in full for repair, or replacement of any item or structure damaged by the student/parent, sibling, or guests invited/accompanied to ROLPA by the student/parent. Full payment for damage will be made within ONE MONTH of the damage.

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**Liability:**

Each student/parent assumes liability for injury any persons they invite to the space, including but not limited to: injury to students in class, injury to performers or collaborators in rehearsal, injury to guests or audience members at a showing. I agree to sign a liability wavier (parent/guardian for minors if applicable) below that I understand my liability rights as it pertains to being a student/parent at ROLPA.

Our studio takes great care and consideration for each student’s safety. With dance however, like with any other form of physical activity, the risk of injury is always possible. By reviewing this document, the parent/legal guardian acknowledges this risk and does not hold ROLPA responsible for any injuries or occurrences. It is the responsibility of the parent/legal guardian to discuss any medical/health issues or any past injuries with the student’s instructor or at the time of registration.

**Insurance:** ROLPA does not carry medical insurance for students and is not responsible for providing any type of reimbursement for any reason. Each student is required to be under their own family’s medical insurance.

**Housekeeping:**

Each student/parent assumes responsibility for returning the studio to a good state before they leave. If any stipulations are not followed a housekeeping fee of \$50 will be applied in an additional invoice. (For example food spills, food stains, etc.)

**Parking:**

Street parking is available in the neighborhood, in waste management parking lot next door, and behind veterans memorial across the street. The parking lot for Better World Music School is NOT PERMITTED. Public transportation also serves this area.

**Contracts:**

Student/Parents must sign this contract before registering for classes.

**Future Policy Changes:**

ROLPA reserves the right to change the above studio policies at any time to reflect the needs and concerns of the studio, community, and resident companies. Students/parents will be informed of changes to studio policies and effective date prior to the change in policy.

**By signing below, I acknowledge I have read the above and agree to all of these terms.**

Printed Participants Name (Parent/Guardian Name Parent/Guardian if applicable) Signature

\_\_\_\_\_

Mailing Address and Email

\_\_\_\_\_

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**Ray of Light Performing Arts Individual Waiver**

All individuals Must Have The Waiver Signed (if applicable by A Parent/Guardian for minors) To Participate In The Studio

**Notice of Risk / Acknowledgement of Possibility of Injury**

We, the staff of, owners and representative of Ray of Light Performing Arts (collectively, "ROLPA") recognize our obligation to make our individual renters and their parents aware of the risks and hazards associated with the sports of dance and gymnastics. Individuals may suffer injuries, possibly minor, serious, or catastrophic in nature. Individuals should (if applicable make their children) be aware of the possibility of injury and encourage the following of all the safety rules and the staff's instructions. ROLPA, and other staff members will not accept responsibility for injuries sustained by any individual during the course of gymnastics, tumbling, or dance instruction, or open workouts or in the course of any exhibition, competition, or clinic in which he or she may participate or while traveling to or from the event. By signing this form, I acknowledge these risks of injury, and I agree that ROLPA, its staff, owners and representatives will not be responsible for any such injuries.

**Release and Waiver of Liability**

With the above in mind, and being fully aware of the risks and possibility of injury involved, I consent to (if applicable have my child) participate in the Studio options offered by ROLPA. I, my executors or other representatives, waive and release all rights and claims for injuries or damages that I (or my child) may have against ROLPA and/or its staff, owners or representatives whether paid or volunteer. I also affirm that I now have and will continue to provide proper hospitalization, health, and accident insurance coverage, which I consider adequate for both my child's protection and my own protection. I have read and also understand ROLPA's Studio information and policies. I also understand that it is the individuals (parents') responsibility to know and caution about dangers of gymnastics, dance, and injury. ROLPA will only warn individuals through "verbal and non-verbal safety messages" and our teaching style, policies, and progressions.

**Medical Emergencies - Permission to Treat**

I fully understand that ROLPA's staff, owners and representatives are not physicians or medical practitioners of any kind. With the above in mind, I hereby grant consent and permission to ROLPA's staff, owners and representatives to render temporary first aid to my child or children in the event of any injury or illness, and if deemed necessary by the ROLPA staff to call our doctor and to seek medical help, including transportation by a ROLPA staff member and/or its representatives, whether paid or volunteer, to any health care facility or hospital, or the calling of an ambulance for said child should the ROLPA staff deem this to be necessary.

Student's Name: \_\_\_\_\_  
Parent/Guardian Of The Student (if applicable): \_\_\_\_\_

**Emergency Contact (Other than Parent/Guardian if applicable)**

Name \_\_\_\_\_  
Telephone \_\_\_\_\_  
Email \_\_\_\_\_

**By signing below I acknowledge I have read the above and agree to all of these terms.**

Printed Participants Name (Parent/Guardian Name Parent/Guardian if applicable) Signature

\_\_\_\_\_  
Mailing Address and Email

\_\_\_\_\_