



Student & Parent Handbook 2017-2018

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For more than 25 years our studio has been a leader in dance education. We believe that our success comes as a result of providing solid training and quality service, as well as our underlying belief in the strength of our organization. We have created this handbook to offer our students and their parents a clear understanding of their commitments and responsibility to the studio. This handbook will serve as your guide to Heart N Soul Dance, its philosophy of dance education, and its policies and procedures. Heart N Soul is committed to providing high-quality dance classes to enhance the overall development of the child. We provide a safe and child-centered environment to encourage our students to explore dance with qualified, nurturing teachers.

- Dates and/or expenses listed in this handbook are subject to change. Please check the website regularly for updates.

Key Event Dates

Start of Classes: September 5th, 2017

Recital Dress Rehearsal & Recital:
between May 16th – June 6th
(dependent upon availability of venues)

Heart N Soul Closure Dates:

September 4th – Labor Day

October 19th & 20th – Fall Break

November 21st – 24th – Thanksgiving

December 21st - January 2nd – Christmas

January 15th – MLK Day

February 19th – Presidents Day

April 2nd – 6th – Spring Break

May 28th – Memorial Day

Staying Informed: We work hard to make the dance experience organized and fun. Keeping you informed is one of our primary goals. Newsletters and important updates are printed and handed out to the dancers. Updates are also emailed to you and posted on the Heart N Soul website. It is the responsibility of the parents and students to be aware of all studio activities, such as performances, recitals, extra classes, fee due dates and dates the studio is open or closed. It is the responsibility of the parent to check their email and the website to ensure they are informed. It is also the responsibility of the parent to inform the school of any email address change, address change, or telephone number change.

CHECK YOUR EMAILS!!

CHECK THE WEBSITE!!

If you have any questions regarding the information distributed, we encourage you to contact the office at 801-794-1084. We answer email on a daily basis, except on weekends. Feel free to email questions to the office at info@heartnsouldance.com

Website: www.heartnsouldance.com

We are constantly updating our website. News, important parent and student information, contact information, and more are available online 24 hours a day

Registration Fee: A non-refundable, annual registration fee is due at the time of enrollment. The fee is \$35 per student or \$50 per family.

Tuition:

Full monthly tuition is due by the 1st of each month. Please note: tuition is based on the season regardless of how many weeks are in a given month.

Heart N Soul Payment Policy:

This year, we need to tighten up our payment policy. We have too many people who are not paying on time or at all and this fact is making it difficult to keep costs affordable for everyone and run the studio in a sustainable way. Here is Heart N Soul's updated payment policy:

- 1) All outstanding balances must be paid in full prior to registration.
- 2) A valid debit or credit card must be on file for your account. This information is securely stored in an encrypted database within Jackrabbit. It will only be used to process payments for your account.
- 3) All accounts must be paid in full by the end of each month. **No exceptions.**
- 4) Tuition is due by the first of each month and can be paid by cash, check, auto-pay with your debit/credit card, or self-initiated debit/credit card payment. There is a 10-day grace period for tuition payments. If tuition is not paid by the tenth of each month, the debit/credit card we have on file will be charged and a confirmation email will be sent to you.
If we are unable to process your card because it has become invalid or has insufficient funds, a \$15 late fee will be assessed and you will be required to submit payment and provide a valid debit/credit card for your account by the last day of the month.
Additionally, we offer a 7% discount on annual tuition that is paid in full *with cash or a check* by September 10th.
- 5) If you are unable to pay your account balance in full by the end of the month, an email will be sent to you informing you of the situation. Your dancer will be automatically un-enrolled from Heart N Soul until such time as the account balance has been paid and a valid debit/credit card is provided for your account. Un-enrolled students will be required to re-enroll and pay a registration fee to participate at Heart N Soul Dance.

Please understand the only purpose of this payment policy is to properly enforce receiving payment for services rendered. We wish we didn't need to have a strict policy, but it has become clear that we must in order to continue offering quality instruction in an affordable way. The time and effort required to collect past due payments and the balance of our accounts receivable are making it difficult to run the business. We do our best to be up front and clear with the costs involved so you can decide if participating in dance at Heart N Soul is feasible to you and your family.

Heart N Soul Monthly Tuition:

Hours per week	Tuition per month
Pre-School	\$45
1	\$50
1.5	\$65
2	\$80
2.5	\$95
3	\$110
3.5	\$120
4	\$130
4.5	\$140
5	\$150
6	\$170
7	\$185
Unlimited	\$255

Additional Fees: Tuition does not include the registration fee, costumes, or recital fees. Therefore, these payments will not be automatically withdrawn from your account even if you are utilizing Auto Pay. If you would like to pay additional fees using the account that is used for Auto Pay, just inform the front office manager via phone or email before the fee is due.

- **Costume Fee:** We spend many hours determining the correct costumes for each class. They are always age appropriate and of the highest quality possible. All once-a-week classes will need one costume. Costumes include all accessories (hats, gloves, etc.), but do not include tights or shoes – the shoes listed for your class under Dress Code Requirements will be the shoes required for the recital. In an effort to ensure that costumes are delivered in time for photographs and an organized distribution to our students, costume orders are placed during Christmas Break. Costume manufacturers do not accept cancellations or offer refunds; therefore, the studio does not refund costume deposits.

Costume Payment Schedule

October 1 st	November 1 st	February 1 st
\$35	\$35	Costume Balance (if applicable)

Costumes will not be ordered until the two deposits are paid in full. Parents or guardians accept full responsibility for all expenses, including surcharges and postage for costumes that are ordered late. Heart N Soul is not responsible if costumes are not received in time for the recital due to late payments. Costume payments are the sole responsibility of the parent or guardian.

- **Recital Fee:** All dance classes will perform two numbers in the end of year recital, which takes place in May. The recital offers student an opportunity to present to their families and friends the results of a year’s hard work, dedication, and progress. A recital fee of \$50 per dancer or \$90 per family will be due March 31st. This fee includes a DVD of the recital for your family and enables us to not charge admission to the show.

Dress Code Requirements:

Students should carry their dancewear, shoes, and other belongings in a dance bag. Please print your child’s name on the bag as well as on all of its contents.

Preschool – 3 & 4 Years Kid’s Combo – 5 & 6 Years	Pink Ballet Shoes May wear leotards and tights, or dance shorts and tops.
Contemporary/Jazz Combo Jazz I - 7 & 8 Years Jazz II - 9 & 10 Years Jazz III - 11 + Years	Tan Jazz Gore Boots or Half-Sole Shoes May wear dance pants, shorts, and tops. No sweat pants or loose clothing.
Hip Hop	Loose fitting clothing that allows for comfortable movement. Gym shoes or sneakers.
Ballet	Solid colored leotard with pink tights. Pink ballet shoes (split-sole). Hair must be pulled back.

Withdrawal Policy: We have a 30-day withdrawal policy. **The front office of Heart N Soul Dance (not the dancer’s teacher) must receive a withdrawal notice in writing (letter or email) stating the dancer’s name and what classes the dancer has chosen to drop.** A verbal withdrawal will not be sufficient. 30 days from the day the letter or email is received, the dancer will officially be removed from the Heart N Soul system. All fees accrued within those 30 days must be paid.

Care of Students: The studio is not responsible for providing before or after class care for students. Students are not to be left at the studio for excessive time before or after class.

Injuries: Parents, legal guardians of minor students, and adult students waive the right to any legal action for any injury sustained on school property resulting from normal dance activity or any other activity conducted by the students before, during, or after class time.

Photo Release: The studio is hereby granted permission to take photographs or video of the students to use in brochures, web sites, posters, advertisements, and other promotional materials the studio creates. Permission is also hereby granted to the studio to copyright such photographs in its name.

General Policies:

- Only water is allowed in the studios. No food, drinks, or gum.
- We love babies and young children and appreciate the chance to meet our students' siblings. However, our priority is the safety of every child on the studio premises. Children must be supervised at all times and are not free to run around the lobby or classroom areas.
- Dancers - please remember to use the restroom before class.
- Due to student distraction, we do not allow parents inside the classroom while class is in session. All classes are visible from the lobby if necessary.
- Never speak negatively about teachers, students, or parents.
- All students must show respect for their teachers at all times. Inappropriate behavior could result in dismissal from the school.

WELCOME TO HEART N SOUL DANCE!
We look forward to an exciting, rewarding year!