

# EXCALIBUR THEATRE ARTS CO.

## STUDIO POLICIES & PRACTICES, SPRING SEMESTER 2021

### SPRING SEMESTER / IN-PERSON

**The spring semester begins the week of Monday, January 18<sup>th</sup>, 2021** and ends on Saturday, June 26<sup>th</sup>, 2021. It is understood that all registration submitted, and the resulting enrollment, is intended for in-person (face-to-face) classes. Unless otherwise noted, classes will run for the duration of the semester provided each class maintains the minimum required enrollment. These lessons are to be held at the Excalibur Theatre Arts Co. located at 1773 Lyon St. South in Prince George, British Columbia.

Due to the ever-changing and unpredictable nature of the COVID-19 crisis, should the studio be mandated to close by the provincial government, billing will be suspended and future fees shall be adjusted to compensate for any missed lessons.

### [COVID-19] ENHANCED HEALTH & SAFETY PROTOCOLS

**Enhanced health and safety protocols have been implemented** in compliance with current provincial guidelines and restrictions intended to prevent the transmission of COVID-19 (coronavirus).

It is understood that the Excalibur Theatre Arts Co. reserves the right to deny service to any individual or family refusing to comply with studio protocols as displayed on our website ([www.excaliburarts.com](http://www.excaliburarts.com)) under the menu selection Information > Health & Safety Protocols. See also "[COVID-19] Mandatory Drop-and-Go Policy".

### [COVID-19] MANDATORY DROP-AND-GO POLICY

**\*\*\* In light of this new policy, registrants may request a tour of the studio prior to attending classes. In an effort to familiarize new students with Excalibur, and to ensure that everyone feels safe and comfortable on their first day, families are invited to explore the facility during off-hours, accompanied by studio staff. Call 250-564-6326 or email [studio@excaliburarts.com](mailto:studio@excaliburarts.com) to schedule a day and time for your introductory tour.**

**It is understood that the spring semester (January 2021 to June 2021) includes a mandatory drop-and-go policy for all families.** For students 7 and older, parents and guardians are asked not to enter the building. If a student is between 3 and 6 years of age, they are to be escorted into the facility. Once they have entered the classroom with their instructor, the parent/guardian is asked to leave the premises.

With multiple classes running at any given time, and facing strict limitations on maximum capacity, this policy is now a requirement for all families, regardless of student age. This is a temporary measure, and a necessity if the studio is to remain in operation. This policy will be reevaluated as the pandemic progresses.

Under normal circumstances, studio staff are happy to welcome parents and guardians into the lobby area, inviting families to wait, socialize, and even spectate during class time. The ongoing COVID-19 pandemic demands a different approach, however, at least until the situation improves and official restrictions are lifted.

In order to ensure proper social distancing within our lobbies and common areas, the studio must limit the number of individuals permitted inside. This maximum capacity is determined by the square footage of each space, as dictated by provincial guidelines. While the majority of the Excalibur facility is dedicated dance space, able to safely accommodate numerous students, the square footage is quite low when considering the area outside of the classrooms.

It would be impossible to accommodate everyone, and we must prioritize those who NEED to be in the facility. In order to protect our staff and students as they enter/exit the building, and while moving to and from the classroom, we must ask that parents and guardians drop-and-go. Individuals are required to leave the premises while classes are in session. Spectating and waiting on site are not realistic expectations given the current reality, and issues of limited space demand that we keep our waiting areas clear in order to provide a safe place for dancers, instructors, and other essential staff members.

Exceptions will be considered in extreme circumstances, with regard to issues that demand parental involvement.

### ONLINE REGISTRATION PROCESS & INITIAL FEES

Upon submission of an online registration form, tuition fees shall be posted to your account. Fees will NOT process immediately. Within three (3) business days, you will be notified via email of the amount owing, including any additional fees and discounts. Initial fees will then process on a date indicated in the email confirmation.

**Initial fees include: First month's tuition (as listed + GST) plus a registration fee (\$30 + GST per family).** Fees will be discounted where appropriate. No registration fee will be charged if you were enrolled in our fall semester. Spring semester registration does NOT include an upfront costume fee.

It is understood that the registrant may opt to contact Excalibur with questions or concerns, or regarding alternate methods of payment, prior to the indicated processing date. Should a registrant choose to delay initial payment, the associated student will be removed from the class roll and transferred to an appropriate wait list. PLEASE NOTE: Wait listed students are NOT guaranteed placement should a class reach maximum enrollment.

### MONTHLY BILLING / TUITION

**Initial fees include the first month's tuition.** If a class is joined mid-month, initial tuition will be prorated as necessary. It is understood that subsequent tuition fees will process automatically on the 1st of each month via the chosen method of billing. Automated payments shall continue up to and including June 1st, 2021 or until the registrant contacts Excalibur office staff regarding cancellation of service. See "Withdrawal/Transfer Policy".

Tuition is calculated based on class length and day of the week. For example: Monday classes offer fewer lessons due to stat holiday and long weekend closures, resulting in a lower tuition fee. 45 minute classes will likewise feature a lower fee compared to 60 minute classes.

### FIXED PAYMENT PLAN

It is understood that tuition fees are calculated as part of a fixed payment plan (also known as an installment or equal payment plan). **The registrant shall pay the same fee each month regardless of how many classes are attended.** Tuition fees are calculated by determining the total cost of the semester (6 months), minus all studio closures. This total is then divided equally across the 6 month period between January 2021 and June 2021. Note that all closures are subtracted prior to the calculation of fees, thus reducing the average monthly tuition.

### RECITAL COSTUME FEE & FOOTWEAR / ATTIRE

Due to restrictions placed on large gatherings by the province of British Columbia, and in an effort to safeguard public health and safety during the COVID-19 crisis, we cannot currently commit to a recital performance in June 2021. **As such, no recital costume fee will be processed during spring semester registration.** Studio management will reevaluate the possibility of a performance as the season progresses and a costume fee may be charged at a later date, if and when a recital is permitted by public health authorities.

It is understood that proper footwear and classroom attire are the responsibility of the parent and/or student. Any footwear/attire requirements must be met within one (1) month of a student's first lesson. Visit the Information menu on our website ([excaliburarts.com](http://excaliburarts.com)) for [dance attire and footwear requirements](#).

### PENALTIES & ACCOUNT SUSPENSION

**It is understood that failure to pay tuition fees on or before the 1st of each month may result in additional penalties.**

Transactions are subject to a \$10 insufficient funds (NSF) fee should a scheduled bank draft (e-cheque) or credit card payment fail to process. Monthly tuition fees that are not paid in full within that same month shall incur a \$10 late fee. If tuition remains outstanding beyond 60 DAYS, the account is suspended (temporarily) until the balance is paid in full. PLEASE NOTE: During account suspension, the associated students are NOT permitted to attend class. Accounts with an outstanding balance in excess of 90 DAYS may be referred to a third party agency for purposes of collection.

Accounts that do NOT include valid billing information for tuition payments will be subject to a \$5/month admin fee. This fee is waived if tuition fees are paid manually (cash, cheque, debit, credit) on or before the 1st of each month.

### COMMITMENT

Though the spring semester lasts from January to June 2021, **registration does NOT commit you to the entire semester.** Students are free to add classes, switch to a new class, and/or withdraw from class at any time. Please see "Withdrawal/Transfer Policy" and "Refund Policy" for additional details. It is understood that enrollment and billing will continue through to the end of the semester unless office staff are otherwise notified.

### WITHDRAWAL/TRANSFER POLICY

Should a registrant wish to withdraw or transfer a student, thus requiring the cancellation or alteration of scheduled monthly billing, it is understood that **Excalibur office staff must be notified AT LEAST ONE (1) WEEK prior to the next billing cycle.** Please be sure to inform office staff, as opposed to the student's instructor, to ensure that your account is updated. Failure to do so may result in a processed, non-refundable tuition fee.

### REFUND POLICY

It is understood that **ALL PROCESSED FEES ARE NON-REFUNDABLE** unless otherwise noted. Exceptions may occur in the case of sudden illness, injury, or unexpected relocation. Missed classes will NOT be refunded nor rescheduled for make-up unless otherwise discussed.

### PARENT/GUARDIAN RESPONSIBILITY

It is the responsibility of the parent/guardian to remain aware of studio closures and other events and happenings via regular email announcements, studio signage, and/or direct communication with studio staff.

### PHOTOGRAPHY AGREEMENT

**As a parent and/or student, I am aware that Excalibur takes photos for promotional purposes.** I grant Excalibur, its representatives and employees the right to take photographs of me, my child and/or my property in connection with studio-related activities. I authorize Excalibur to use and publish the same in print and/or electronically. I agree that Excalibur may use such photographs of me and/or my child for any lawful purpose, including for example such purposes as publicity, illustration, advertising and online content.