

EXCALIBUR THEATRE ARTS CO.

STUDIO POLICIES & PRACTICES, 2023/24 SEASON (SEPTEMBER 2023 – JUNE 2024)

2023/24 SEASON

The 1st semester of the 2023/24 season begins on September 5th, 2023 and ends on December 16th, 2023. The 2nd semester begins on January 2nd, 2024 and ends on June 15th, 2024. There is no need to re-register for the second semester, enrollment carries over and all related classes continue into January and beyond. Please see "Commitment" and "Withdrawal/Transfer Policy" for additional details.

Unless otherwise noted, classes will run for the duration of the season (both semesters) 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.

ONLINE REGISTRATION PROCESS & INITIAL FEES

Upon submission of an online registration form, initial tuition fees are posted to your account and students are added to the appropriate class roll(s). This placement becomes permanent following the payment of initial fees.

Initial fees include: First month's tuition fee (prorated if necessary, as listed + GST), registration fee (\$40 + GST per family), and costume fee (\$45 + GST per student/per class or \$22.50 for 2nd semester registration). No upfront costume fees are required for highland, troupe, adult, or pre-introduction (My Grown Up & Me) classes. Fees will be discounted where appropriate.

Fees will NOT process immediately. Within three (3) business days, you will be notified via email of the amount owing, including any additional fees, adjustments, and discounts. Initial fees will then process on a date indicated in the email confirmation. Registrant may opt to contact Excalibur with questions or concerns, or regarding alternate methods of payment, prior to the indicated processing date. Once a processing date has been determined and communicated via email confirmation, should a registrant choose to delay initial payment, the associated student(s) will be removed from the class roll(s) 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

Tuition fees are payable on a monthly basis. 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 (bank debit or credit card). Automated payments shall continue up to and including June 1st, 2024, 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 offer a lower fee compared to 60 minute classes.

FIXED PAYMENT PLAN

Tuition fees are calculated as part of a "fixed" payment plan (also known as an 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 season (10 months), minus all studio closures. This total is then divided equally across the 10 month period between September 2023 and June 2024.

Tuition fees vary dependent on the day of the week. For example: Monday and Saturday classes offer a lower tuition rate, as these days are subject to additional stat holiday and long weekend closures throughout the season/session.

The 2023/24 season includes several "short months" (December, March, and June) due to scheduled closures and holidays. As this is a fixed payment plan, please be aware that fees will NOT be pro-rated or otherwise reduced due to scheduled closures. Note that all such closures are subtracted prior to the calculation of fees, thus reducing the average, fixed tuition. Tuition fees remain the same for all months, regardless of length.

FOOTWEAR / ATTIRE & COSTUME FEE

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) for dance attire and footwear recommendations.

Costume fees are paid at the time of registration, \$45 + GST per class/per student for the full season. This fee is reduced to \$22.50 + GST for 2nd semester registration. No upfront costume fees are required for highland, troupe, adult, or pre-introduction (My Grown Up & Me) classes. For each recital performance (two per season), students shall receive one costume per class as provided by Excalibur's in-house seamstresses. This is a RENTAL fee (\$22.50 per recital). All costumes provided by Excalibur are to be returned following the performance for which they are intended. Should you wish to purchase a costume outright, please discuss the possibility with Excalibur Dance Shoppe staff.

Costume fees offset associated costs and labour; including materials, construction, fittings, alterations, repairs, and cleaning, as well as the organization and distribution of costumes to the student base.

PENALTIES & ACCOUNT SUSPENSION

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

Transactions are subject to a \$10 insufficient funds (NSF) fee should a scheduled payment be declined. 1st of the month tuition fees not paid in full within the first week of said 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.

RECITAL PERFORMANCES

All dancers (unless otherwise indicated) are invited to participate in two annual recital performances, scheduled for December 9th, 2023 and June 15th* 2024 (*updated on October 14th, 2023).

Recitals are staged at Vanier Hall, located in the Prince George Senior Secondary School. Participation is assumed unless studio staff are otherwise notified. Admission as an audience member shall require the purchase of one or more tickets. Dancers are admitted free of charge. Adult lessons and My Grown Up & Me classes shall NOT participate in recital performances unless otherwise discussed.

COMMITMENT

Though our regular season lasts for 10 months, from September to June, registration does NOT commit you to the entire season. 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. Important: Enrollment and billing will continue through to the end of the season 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 1st of the month billing, Excalibur office staff must be notified AT LEAST ONE (1) WEEK prior to the next billing cycle (beginning on the 1st of each month). Please be sure to inform office staff, as opposed to the student's instructor, to ensure that your account is updated properly. Failure to do so may result in a processed, non-refundable tuition fee during the subsequent billing cycle.

REFUND POLICY

Please note that ALL PROCESSED FEES ARE NON-REFUNDABLE unless otherwise noted. This includes tuition and registration fees. Exceptions may occur in the case of sudden illness, injury, or unexpected relocation. Missed classes will NOT be refunded, nor rescheduled for make-up. Costume fees will be refunded on withdrawals processed prior to November 1st, 2023 and/or March 1st, 2024 for 2nd semester registration.

PARENT VIEWING & DROP-AND-GO POLICY

Parents/guardians are NOT permitted to remain in the classroom (My Grown Up & Me lessons being the obvious exception). While the presence of a familiar face will often relax an individual child, other students may feel uncomfortable in the presence of strangers. Though most of our studios offer windows for viewing, these are not to be used on a regular basis. More often than not, the curtains/blinds shall remain closed so as to avoid distraction.

Due to limited indoor space and restricted parking at the studio, please note our mandatory drop-and-go policy. It is simply not realistic for parents/guardians to remain in the lobby area for the duration of class. With several lessons running simultaneously during regular studio hours, there is not enough space to accommodate, especially during high traffic transition periods. Overcrowding remains a concern and the parking situation has only deteriorated in recent years. With this in mind, parents/guardians are asked to drop their students off, only entering the facility if their presence is required (escorting a young dancer, for instance). Once your student has entered the classroom and is under the supervision of studio teaching staff, we ask that all parents/guardians exit the Excalibur facility. Limited spectating may be permitted under special circumstances, to be discussed and arranged with studio staff beforehand.

In general, please do NOT remain parked and waiting outside for the duration of class. Conflicts due to parking occur, especially during the week. We ask that parents/guardians refrain from occupying a single parking space for an extended period of time. Please be considerate of other dance families and neighbouring businesses.

PARENT/GUARDIAN RESPONSIBILITY & PHOTO / VIDEO AGREEMENT

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

As a parent/guardian and/or student, I am aware that Excalibur may use photos and video for promotional purposes. I grant Excalibur, its representatives and employees the right to take photographs and/or video (hereby referred to as 'visual media') 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 visual media of me and/or my child for any lawful purpose, including for example such purposes as publicity, illustration, advertising and online content.

As a parent/guardian and/or student, in the event that I come into possession of visual media depicting individuals other than me and/or my child, I warrant that said visual media shall not be shared beyond immediate family and/or posted to social media platforms without prior consent.

PAYMENT PROCESSING AGREEMENT

I/We (the "Payor") understand that initial monthly tuition, registration, and costume fees shall be posted within THREE (3) business days (barring studio closures and staff holidays) and shall be processed using the provided credit card and/or bank account information on a date to be indicated via email confirmation.

The Payor understands that all subsequent monthly tuition fees shall be processed by the Excalibur Theatre Arts Co. ("The Payee") as a Personal PAD (pre-authorized debit) via automated debit on the 1ST OF EACH MONTH and that agreement to this text constitutes Payor permission to charge/debit the provided credit card and/or bank account on the aforementioned date for the total monthly tuition fees + applicable government taxes for all months up to and including June 1st, 2024 for regular season classes, and for any additional enrollment including off-season classes and/or special sessions/workshops, or until such time that the Payor demands termination of services in advance following the agreed upon guidelines (see "Withdrawal/Transfer Policy").

The Payor waives any and all requirements for pre-notification of debiting, including, without limitation, pre-notification of any changes in the amount of a debit due to a change in applicable tax rate, top-up, or mutually agreed upon adjustment.

By acknowledging this agreement, the Payor warrants and guarantees that any and all persons whose signatures are required to sign on the provided account have read and acknowledged the agreement.