

Lebanon Ballet School

Policies & Helpful information

PLEASE KEEP FOR FUTURE REFERENCE

Please read these school policies completely. These policies concern tuition payments, medical insurance, dress code, attendance, studio etiquette and class observation. Complying with these policies will enable students, parents and teachers to focus on our main purpose – dance education. It is important that students and parents be informed so that you may understand the reasons behind the policies of the school.

Repeated failures to follow school policies can result in dismissal from the school program without a tuition refund.

Contacting the School Staff

Due to the limited time between classes, the staff is not always available to answer questions. Please use one of the following methods to contact the school staff.

- Phone: 603.448.5404
- E-mail: Staff@LebanonBalletSchool.com
- US Mail: PO Box 66, Lebanon, NH 03766

If calling you will have the option to select from a number of voice message boxes. Simply push the number below to go to the desired voice message box:

- 1 -Leave a message for the school staff, or to notify the school about an absence.
- 7 -To hear about class schedule changes and cancellations (especially useful during the winter months) - cancellations will be recorded by Noon.
- 3 -Leave a message for City Center Ballet.
- 8 -City Center Ballet performance schedule.

Messages left for students will most likely not be passed on as the answering machine is not checked during or between classes.

Classes missed due to cancellations can be made-up at a student's convenience. Check our website, or call 603.448.5404 and select box 7 for closings and cancellations.

Studio Etiquette

In order to maintain a courteous and professional atmosphere at Lebanon Ballet School, students are expected to conduct themselves in a safe and responsible manner. Unruly behavior anywhere in the facility is strictly forbidden.

Parents, please be quiet and respectful of classes while waiting in the hallway or lounge. You are responsible for siblings while your child is in class. Do not leave children unattended. Damage to bulletin boards, walls or any property of LBS done by your child/children will be repaired at your expense. Unruly or disruptive behavior will not be permitted, anyone engaging in such behavior will be asked to leave.

LBS is a cell phone-free zone - please talk outside of the school. Students are to turn off cell phones during class.

Facilities

- There are two dressing rooms - Girls/Ladies and Boys/Men. Do not use the dressing rooms as a lounge. After changing, move to the lounge to quietly visit or into the hallway to stretch. Open studios can be used before class with permission of one of the teachers.
- A bathroom is located in each dressing room, they are NOT to be used for changing. Students, use the restroom before class begins so that it is not necessary to leave during class time.
- School and Dance Bags are to be placed along the wall under the hooks, **clothes are to be hung on the wall hooks** - keep the path to the bathrooms clear. No valuables should be stored or left in the dressing rooms during a student's class. Bring handbags into the studio and place them under the counter in the smaller studio or on the bench in the larger studio. Lebanon Ballet School is not responsible for any lost items.
- The counter (for eating & doing schoolwork), microwave & refrigerator are available for student use.

Pick-up and wipe-up after yourself. Food (including candy) and drinks (including water) is only permitted in the counter area of the lounge.

- To maintain a healthy and sanitary environment, please help us to keep the bathrooms, dressing rooms, lounge, studios and the area at the bottom of stairs neat. Pick up after yourself and dispose of personal trash in wastebaskets.
- A Lost and Found box is located in the coat closet - items will be discarded after a month. It is recommended that all clothing be labeled with the student's name.
- Check before leaving that you have taking only your clothing and belongings.

Tuition and Payments

Payment and Liability Release forms must be signed and tuition paid in full before a student can participate in any classes. The registration fee is nonrefundable. We accept payment by check or by MasterCard or Visa credit card (minimum \$20).

Payment is the sole responsibility of the individual signing the registration form. If payment is being made by a third party it is still your responsibility to ensure that payment is made on time.

To avoid unnecessary late fees, do not send payments in your child's ballet bag as they will often get lost or forgotten. Please mail your payments to PO Box 66, Lebanon, NH 03766; or drop them in the receptacle on the office door.

Monthly Payments

- Monthly payments are due on the 23rd of the preceding month. Invoices will NOT be sent out for monthly payments. It is your responsibility to make sure payments arrive on time.
- Please call BEFORE the due date if you have any problems or questions.
- Monthly tuition payments can be setup for Auto-pay by credit card. You must complete the Auto-pay form available at the office. You will never have to pay a late fee as long as the charge on your credit card is accepted.

Semester Payments

- Invoices are mailed out for Semester students and payments are due two weeks before the beginning of the new semester.
- Please call BEFORE the due date if you have any problems or questions.

Adult Classes

- Students must register and pay for a full semester. Tuition fees can be prorated for less than the 12 weeks, but there is a six class minimum.
- Tuition fees will not be refunded after a semester has begun. In case of injury or illness, credit toward future classes will be issued.

Late Payment/Declined Payment

- Payments made after the due date are subject to a \$20 late fee.
- Checks and Auto-pay credit card payments that are declined are subject to a \$20 fee.

Changes in Enrollment

- Changes in enrollment must be discussed with one of the directors first. Request for changes via email will not be acknowledged.
- Any changes in class enrollment requested before the 15th of the proceeding month will be handled at no charge. Changes made after the 15th of the proceeding month will be charged a \$15 processing fee.

Hiatus

- Students temporarily withdrawing from classes and then returning within the school year will be charged a \$25 reinstatement fee.
- Class placement may be subject to change.

Private Lessons and Coaching

- For Private lessons and coaching sessions, a \$15 nonrefundable deposit must be paid to the school at the time of scheduling.
- Lesson/Coaching fees are to be paid directly to the individual teaching or coaching.

Refunds and Credits

- The registration fee is nonrefundable.
- Tuition refunds are made only when the school cancels a term of classes.
- Tuition credits are considered only when a student withdraws from a class because of a documented medical condition or other extenuating circumstance AND only when the school has been informed in writing.

Medical Insurance

Lebanon Ballet School, Inc. requires that all students be covered by their own insurance policy, if an injury occurs it is understood that the student's own policy is their only source of reimbursement. A Release of Liability Form must be signed before a student can participate in any classes.

Dress Code

All students must maintain a clean and neat appearance and follow the Dress code as listed below and in the School Brochure.

- Proper Shoes must be worn for all classes.
- Hair must be worn securely in a well made bun. Shorter hair styles must be pinned off the face and neck. Bobbie pins, hair elastics and hair nets are essential to making a clean tight bun. Untidy, unsecured hair is a safety concern and prevents the teacher from viewing the students alignment. <http://www.wikihow.com/Make-a-Ballet-Bun> is an excellent site for learning to make a bun.
- NO watches or jewelry can be worn in class.
- Dance attire with decals, skirts and tutus can not be worn for class in this studio.
- No undergarments are to be worn under any leotards.
- **Warm-up attire is to be removed before class begins.** No rubber pants or sweat pants.

Failure to follow the dress code class will result in dismissal from class.

Slippers are the most important item of ballet clothing and must fit properly. Incorrect fit, inferior quality or old, worn-out slippers often cause discomfort and alignment problems. Leather ballet slippers are the preferred footwear in this studio as they are far superior to canvas for supporting the foot. Bloch slippers are sold at The Country Cobbler and ON Stage. Have your child with you and wearing tights or socks when purchasing slippers. If you have any questions, we will gladly check the fit.

Pointe slippers are to be worn with elastic and ribbons.

When ordering dance attire through LBS, please plan ahead as items require 7 to 14 days to arrive.

Payment is due when the order is placed.

Attendance

Attendance is imperative to insure the best training.

- If an absence cannot be avoided, please notify the school in advance by phone or email.
- Excessive tardiness and/or absences may result in a student being asked to transfer to a lower level.
- Students are to check in at the office 10 minutes prior to class. At this time requests to be excused early should be made.
- If late, office staff will accompany the student to the studio door - the student must wait there until acknowledged by the teacher.
- Students significantly late to class will only be permitted to observe. A late arrival is disruptive to the class and the student misses the very important beginning exercises that properly prepares the body and mind for the entire lesson.
- Parents, please do not interrupt a class by entering a studio or signaling your child without first consulting the office staff.
- Missed classes due to illness, may be made up in an equivalent or lower level at any time within the month or semester.

Class Observation

Parents, we have an open door policy, children may be observed in class at anytime. However in order for us to gain your child's full attention it is best that you limit your classroom viewing.

Studio 1 (the small studio) can be observed through the lounge window. Do NOT stand in the open doorway. Students needing the counter for study and/or eating have priority.

For Studio 2, you must observe the class in its entirety in order to not disrupt the class. This means entering before the start of class and exiting after the class ends. No children under 4 are allowed to observe in Studio 2.