

## Diamond Dance Project (DDP) Studio Policies & Information

*Diamond Empire Squad competition/performing team athletes follow these guidelines; in addition to squad agreements that are distributed annually, during the start of each NEW DANCE SEASON.  
Diamond Dance Project (DDP) – ‘the studio’ / Parent/Guardian of dance athletes less than 18 years of age OR Dance athletes over the age of 18 years – ‘the customer’*

- 1) **INSURANCE:** The studio does not carry Medical or Liability Insurance for its Dance athletes. It is REQUIRED that all Dance athletes are covered by their own Family Insurance Policies. If injury occurs, it is understood that the Dance Athlete’s own Policy is the customer’s ONLY source of REIMBURSEMENT. Diamond Dance Project, owners, and any affiliates associated with Diamond Dance Project will be forever discharged, held harmless, and are NOT responsible for any injuries of any kind while participating at the studio or any other event associated with the studio; this includes any competitions that we attend.
  - 2) **TUITION:** Tuition is due by the first of each month and paid in full, or as advertised for specials and/or seasonal sessions; prior to the dance athlete’s first scheduled class time. Monthly tuition rate is based on an average for the entire nine-month session and is discounted from individual class rates per hour, thus does not get affected whether there are 3, 4 or 5 danceable weeks during each month. It is calculated off the danceable weeks, while accounting for posted studio closures. If accounts are paid after the 5th of the month, there will be a \$10.00 late fee applied to the account balance as of the 6th and thereafter, every 10 days. If tuition is not received by the 10<sup>th</sup> of the month, the dance athlete will be placed on probation and WILL NOT be allowed to attend class. All tuition payments will be charged 3.0% KPB (outside of city) sales tax, included within advertised rates. There is a \$25.00 returned check charge for any checks returned by the bank. Tuition will not be prorated per month for missed days, holidays or school vacations. Dance athlete’s tuition is expected to be paid in full, for the entire month, regardless of attendance. January tuition (for the New Year) is collected prior to Winter Break. Drop-In Class rate DOES NOT apply to Diamond Empire Squad team athletes, nor can be utilized as a supplement for proration. Summer enrollment is a requirement for Diamond Empire Squad team athletes. Costume deposits are due at the time of registration. There are NO refunds or exchanges given for any reason, as classes are formulated/finalized based on the number of registrations. The customer understands that if their dance athlete withdraws from the program, that all fees and deposits are 100% non-refundable. (EVENT RETURN POLICY: \*\*\*NO Refunds or Exchanges. All Sales Final\*\*\*). If the responsible party cannot commit to nine months of tuition payments; it is highly advisable to do drop-in classes only. Drop-in students are not permitted to participate in annual showcases or concert performances.
  - 3) **COSTUMES FOR RECREATIONAL CLASSES and/or DIAMOND EMPIRE SQUAD TEAM ATHLETES:** Costumes are a requirement for our Dance Performances as well as for our Diamond Empire Squad team’s performances and competitions. Costume fees will range per costume. **Costume Deposit is due at the time of Registration and/or at the start of each new dance year.** Costume deposits are \$50.00 per recreational dance athlete/per class genre. *Diamond Empire Squad team athletes have a \$350.00 deposit due prior to the start of each season towards costumes/per class genre, competition and performances.* **Balances** on costumes for all dance athletes will be invoiced thereafter. Balances will be due immediately. Costume(s) will not be ordered without deposit(s) paid by the due date. **Late Costume Balances** Unpaid balances are subjected to \$30.00 late fee and costumes cannot be ordered with the rest of the class. If the studio is able to expedite shipping for dance athlete’s costume(s), it is the responsibility of the customer to pay any additional charges incurred. *\*Diamond Empire Squad team athletes will be required to purchase Team jacket, Team shoes and Annual gear pack through the studio, to meet attire requirements.* **\*\*NOTE: THE CUSTOMER IS RESPONSIBLE FOR FULL PAYMENT OF ALL COSTUMES ORDERED, EVEN IF THE DANCE ATHLETE DECIDES TO OPT OUT OF THE PERFORMANCE. This includes ALL dance athletes, both recreational and competition.** If, for any reason the dance athlete does withdraw from the studio’s dance season, their costume(s) become the property of Diamond Dance Project.
  - 4) **DIAMOND EMPIRE SQUAD TEAM COMPETITION/CONVENTION/WORKSHOP TRAVEL:** When the opportunity arises, Diamond Dance Project may elect to have the Diamond Empire Squad team participate in out-of-town competitions, workshops, dance conventions, etc. The total cost of each trip will be determined by the director(s) and represent a non-negotiable, non-refundable flat fee for each traveler (this includes athlete and chaperone rates) and is not required to offer a breakdown of fees. Payments for travel and competition/convention attendance or related events is accepted in CASH, CHECK, or CERTIFIED FUNDS only. Refunds will only be given in the event of a cancellation by the event host(s), providing no reservations or deposits have been paid to the affected agencies. **Once the payment has been accepted, it is final.** Payment must be paid by the dates specified by Diamond Dance Project or participation may be denied. **The Diamond Empire Squad team must travel together to these events as a unit and not individually, unless noted as ‘non-team travel’.** Traveling together builds unity, morale and trust. The customer shall not combine vacations with group events, during specified target dates. During travel, dance athletes are under the supervision of Diamond Dance Project and their staff and/or designated chaperones. Parents/Guardians/Relatives/Friends MAY NOT take dance athletes away from the event, unless it is an emergency. When all “team” travel is complete, the dance athlete may then be released to the customer for any additional personal travel at their own expense. It is essential for dance athletes to stay together and attend conventions, compete and perform, without being exhausted or distracted by extra travel planning during event!
  - 5) **ATTENDANCE, TARDIES and PICK-UP:** Consistent attendance will allow each dance athlete to experience progress and will help them feel comfortable in his/her classroom environment. It is essential that they come to class on time. Lack of proper warm-up at the beginning of class could lead to injuries and disrupt class concentration. Participation of dance athletes over 10 minutes late to any class will be left to the discretion of the instructor. Dance athletes should be picked up promptly when class has ended and/or when any rehearsal or performance activity has ended. Staff cannot be responsible for watching them at any time before, during or after business hours, outside of instructional time. The customer **SHOULD NOT** wait for the dance athlete to call before being picked up at the end of class. Staff may not leave the building until everyone has been safely picked up at the close of business. The customer will be warned for the first infraction of late pick-up. The customer’s account may be charged a \$5.00 fee, per 15-minute increment of any additional late pick-ups. Please respect our staff’s schedules and understand that they have personal lives too.
  - 6) **MAKE-UP CLASSES, DIAMOND EMPIRE SQUAD TEAM CLASSES and PRIVATE LESSONS:** There are no tuition refunds for absences. (Refer to ‘Tuition’ policy above). Make-ups are allowed at the same level in the same type of class genre, if available and upon director approval. Make-up classes are a privilege and **NOT** a convenient alternative to regular class time, for many classes might be full! Diamond Empire Squad team classes are strictly closed to the competition/performing dance athletes only and might be allowed as an alternative with approval by the studio Director only! The option could result with additional fees. Private lessons are available for anyone, on a limited basis and is scheduled based on this availability. Private lessons for Competition Routines are available for Diamond Empire Squad team, based on eligibility and criteria. It is a privilege, on a limited basis and only upon Director’s approval – attendance to regularly scheduled classes and all outstanding payments, including, but not limited to monthly tuition rate, costumes, etc. must be fulfilled prior to onset of private lessons for competition routine(s). Private lessons, like tuition, must be paid in full before the customer’s first scheduled class time! Consult Diamond Dance Project for more information and to review private lesson policies. Private lesson payments are NON-REFUNDABLE, NON-EXCHANGEABLE AND NON-TRANSFERABLE! No-calls/no-shows WILL NOT receive reimbursement. Instructors take time to personalize private lessons for individuals.
  - 7) **NOTICES:** The customer should routinely check with their dance athlete and Diamond Dance Project for any information that may have been missed. A copy of all notifications may be sent by email or announced via social media or given by paper handout. The customer and dance athletes are encouraged to check with the front desk and/or the bulletin board for news, current events and activities. Staff ensures that they will do their best through updating social media with pertinent information. Refer to annual ‘Season Calendar’ for confirmed closures and events.
  - 8) **CLASS RULES, DRESS CODE and HAIR CODE; Basic Classroom Discipline:** Our staff requires attentive and well-rested dance athletes upon arrival for class and/or any Diamond Dance Project related activity. Respect and courtesy for the instructor are a must, as well as for their classmates. Questions pertinent to the dance discipline are encouraged during class, but visiting, chit-chat and negative remarks will not be tolerated. Dance athletes are not allowed to go to and from the dance floor without the permission of the class instructor. NO food allowed beyond designated areas. Water break(s) will be given at the appropriate time(s) and are at the discretion of the class instructor. NO gum chewing. NO outdoor/street shoes on dance floor. NO jewelry, unless approved for medical reasons. NO cell phones, electronics or the likeness of, that can serve as a distraction during class time and/or related activity. **Ballet:** Hair pulled up and away from face in a tight ballet bun. **GIRLS:** Pink tights, designated leotard and pink ballet shoes or pointe shoes. **BOYS:** Black shorts/pants, fitted black shirt or tank and black ballet shoes or pointe shoes. **Jazz/Technique:** Hair pulled up and away from face in a ponytail. **GIRLS:** Designated black leggings or shorts, designated leotard and both black and tan jazz shoes for beginning/intermediate levels. Black socks, foot-undeez and/or paws are acceptable for advanced levels. **BOYS:** Black shorts/pants, fitted black shirt or tank and black jazz shoes for beginning/intermediate levels or black socks for advanced levels. **Hip-Hop:** Hair pulled up and away from face in a ponytail. **GIRLS & BOYS:** Comfortable, clean and appropriate “streetwear” clothing and a designated pair of hip-hop sneakers/shoes. NO jeans allowed! **Tap/Character:** Hair pulled up and away from face in a ponytail. **GIRLS:** Designated black leggings or shorts, designated leotard and black slip-on or lace-up tap shoes. **BOYS:** Black shorts/pants, fitted black shirt or tank and black slip-on or lace-up tap shoes. \*Choreography cleaning days will require ALL Black attire (except for shoes); Diamond Dance Project apparel, in black is acceptable. Diamond Empire Squad team may have additional requirements.
  - 9) **CLASS WITHDRAWAL:** We understand issues arise that may require a dance athlete to withdraw from class. If this should occur, we require a 30-day written notice prior to their anticipated last class, from the customer, plus final month’s tuition. If a written notice and payment is not received, tuition will continue to be billed until paid and received. If tuition obligations are not fulfilled, Diamond Dance Project has the right to resolve financial obligations through the referral of unpaid accounts to collection agencies. All tuition and costume fees are NON-REFUNDABLE.
- Diamond Empire Squad commits to the full nine-month season and summer sessions as scheduled. Mid-season withdrawals are not allowed.**
- We are a Family Oriented Dance Facility – Diamond Dance Project reserves the right to withdraw a dance athlete from class program/facility/related function if:
- They exhibit unsafe behavior toward themselves, fellow classmates/teammates, instructors, staff and family members.
  - They use foul language, suggestions, or negative behavior around fellow classmates/teammates, instructors, staff and family members.
  - They demonstrate poor promptness and/or attendance to classes.
  - They continuously fail to follow directions from an instructor or staff member.
  - They are delinquent and behind in their tuition or costume payments.
  - The customer, dance athlete or related friend/family member creates a negative scene/argument, with/without the presence of classmates/teammates, instructors, staff, family members or bystanders.
  - The customer, dance athlete or related friend/family member refuses to cooperate with the guidelines set forth by Diamond Dance Project.
- If either of these must be exercised, Diamond Dance Project is not to be held obligated or liable to refund/reimburse/exchange any payments made on behalf of the customer’s or dance athlete’s participation. Diamond Empire Squad athletes should not participate, act or display unsportsmanlike behaviors – also known as *Conduct Detrimental to the Team*.
- 10) **PARENT GUIDELINE:** If the customer has any questions or concerns—please contact Diamond Dance Project directly. However, do not interrupt instructors during classes or between scheduled classes. ALL questions **must** be brought to the attention of Diamond Dance Project’s staff. Accordingly, the Director, by discretion will make appropriate arrangements to speak with the customer at a convenient, scheduled time. The customer should refrain from negativity and revisit the studio policies in its entirety, prior to bringing it to the attention of the staff. **(It is highly advised to reference the policies first).** The customer is encouraged to leave a message at the front desk or email our staff at: [info@ddpsquad.com](mailto:info@ddpsquad.com)

By signing the registration form, the customer assumes all responsibility. This includes all financial obligations AND agreement to Diamond Dance Project’s ‘Studio Policies’; including that of which applies to both Recreational Dance Athletes and Diamond Empire Squad competition/performing Team Athletes - policies as noted on the ‘Registration Form’ and within this document. Please note, policies are subject to change at any time by the discretion of Diamond Dance Project.