

<b>Registration Policies</b>	
	<b>APPROVED – August 2020</b>

### Age Ranges

To ensure the highest quality environment of education and safety for all of our students, classes are broken down by the following ages:

- Junior:                      Ages 5-10 ~ no experience required
- Intermediate:            Ages 10-15 ~ no experience required
- Senior:                     Ages 12-24 ~ with prerequisite training

Certain classes or programs may have adjusted or combined levels, which will be listed within the class description.

Our programs run during the school calendar year. In order for your child to be enrolled in a specific age group, they must have their birthday on or before December 31 of the current school year for which you are registering.

### How to Register

Registration is completed online. From our website there is a link to “Parent Portal” where a parent/guardian will create an account on Dance Studio-Pro software and add names and birthdates of students wishing to join programs. Available class options will be automatically populated for eligible classes by age of student.

Registration completed online will receive a confirmation email and receipt of payment for registration fee. The Registration fee is **non-refundable**. Registration fees paid on the parent portal via credit card will not be charged the additional 2.5% credit card fee. Tuition fees paid via credit card will be subject to the addition 2.5% fee.

### Parent Notifications

Parents are required to ensure that their contact information on the Parent Portal is accurate, including phone numbers, email addresses, and postal addresses.

- Confirmation emails will be sent to the primary account holder.
- Emergency contacts should include a second guardian in the event that the primary account holder is not available.

### Liability and Medical Release Form

Parents must complete and submit a Liability Release Form for each child registered in our programs. This form can be found on our website and can be printed or filled out electronically and returned to the office.

### Diversity and Inclusion

CSOPA is committed to welcoming and celebrating diversity and inclusion. CSOPA primarily serves

children who have independent skills in all areas, can follow directions in a large group, and work well with their peers. If your child has special needs or requires support to follow directions and work collaboratively in this setting, please contact the office for assistance in choosing the right program for your child.

### **Refund and Class Cancellation Policy**

#### **Refunds:**

All programs have a set minimum and maximum class size. Refunds will be issued for cancelled programs for the full amount, including registration fee.

Withdrawal from a program must be received in writing one week prior to the first class. Tuition paid will be refunded in full. The registration fee is non-refundable.

Please Note: If you cancel your registration with less than the required notice or withdraw from a class after it has begun, no refund or credit will be given. If you are ineligible for a refund, you may obtain a tax-deductible contribution receipt for the unused portion of tuition paid.

### **Tuition Payments**

Immediate payment of the registration fee is required to hold the space in a program. Failure to pay the registration fee will result in being removed from the class list.

- Day Camp programs must be paid in full at the time of registration.
- Term programs (Sep-Dec or Feb-May) may either pay in full at time of registration or make 2 equal monthly payments via post-dated cheque or etransfer.
- Year-long programs (Sep-May) may either pay in full at time of registration or make up to 9 equal monthly payments via post-dated cheque or etransfer.
- Mainstage may either pay in full at time of registration or 5 monthly payments (Sep-Jan) via post-dated cheque or etransfer.

Tuition payments may be made via the parent portal using a credit card. However, due to the fees paid for these transactions, a 2.5% charge will be added to your account for credit card tuition payments.

### **Waitlists**

A waitlist is available for our programs on a first-come basis, excluding Senior programs which are by audition only. Where a place opens up, parents will be contacted via the email address provided. Parents have 24 hours to respond before we move on to the next in line. Waitlists do not guarantee a place in class.