

## **POLICIES & AGREEMENTS**

### **BOOKING & CHECK-IN POLICY**

Students must book their class either online, on the MINDBODY app or in person and must check in with front desk staff upon arrival prior to entry to class.

### **CLASS CANCELLATION POLICY (updated as of 6/1/2023)**

Students may cancel their class registration either through MindBody online or in writing via email to aramnarine@orlandoballet.org up to 2 hours before class start time. Any cancellations less than 2 hours before class start time are considered a "late cancel".

### **Intro Offer, Single Class, Class Cards**

Classes canceled with 2-hour notice or more, will be credited to your account and can be used for future classes. Missed classes or classes canceled less than 2 hours before class start time will be late canceled and are not eligible for credit or refund. All purchases are final and are nonrefundable.

### **Regular Unlimited Membership, Premium Unlimited Membership, 1-Month Unlimited Class Pass.**

All FTD Unlimited Membership or Unlimited Pass clients who are no-shows to any FTD class that has reached capacity, will be late canceled and charged a late cancel fee of \$5 to the credit card on file.

### **MEMBERSHIP CANCELLATION POLICY**

To cancel, an email must be sent to aramnarine@orlandoballet.org 7 days prior to the end of the month, before the month they wish to stop attending. Refunds will not be provided if cancelled in the middle of the month or after autopay date. All verbal notifications will not be accepted, including phone calls and voicemails. Cancellation requests must be in writing. The monthly unlimited member will be responsible for all tuition payments due until email communication is received regarding the cancellation. Payments made in the month the student stops attending classes is still due and the amount will not be refunded. Students who stop attending without notifying us in writing will be responsible for tuition payments until the Withdrawal Form is submitted and processed. Students who cancel or break their contract and wish to re-issue a new contract will be charged a \$25 re-activation fee. If a contract is broken more than twice by the same monthly unlimited member more than twice, approval for a new contract is subject to the discretion of the Fitness Thru Dance Coordinator.

### **PURCHASE POLICY**

All processed and purchased classes, class cards or contracts are non-refundable. Clients will not be able to attend classes without payment. There will be a \$30 service charge for any returned check or credit card payment, regardless of transaction amount. OBS will not accept more than a total of two returned payments. After the second returned payment, all future payments must be made by certified check, or cash.

### **RETURN AND REFUND POLICY**

All processed payments are non-refundable. If a client cancels their scheduled class more than 2 hours prior to class start time will be credited. Less than 2 hours notice will result in a late cancelled, charged visit that is not eligible for refund.

### **LIABILITY WAIVER**

I am aware that dance and the nature of the training and performing associated with Orlando Ballet School place unusual stress on the body and carry with them the risk of physical injury. On behalf of my child and myself, I assume the risk and agree that Orlando Ballet and the School and the staff of this institution shall not be liable in any way for the injuries sustained during attendance or any of its related functions. It is also understood that dance instruction involves kinetic corrections that may include physically touching a student as part of regular class work. students who have concerns about this should speak with their instructors prior to individual classes.

In an emergency when parental permission is not available, I hereby give my permission for a staff member of Orlando Ballet consent to medical treatment of my child/ and or ward or myself when needed.

## PHOTO RELEASE

I hereby release, discharge and agree to indemnify and hold harmless Orlando Ballet and their respective heirs, legal representatives, licensees, successor and assigns, from all claims and demands whatsoever arising out of or in connection with the foregoing, and waive any right to inspect or approve the same.

## BEHAVIOR & ETIQUETTE POLICY

OBS strives to provide the highest quality of training and a safe, inclusive environment for all students. In order to do so, the School Staff asks for all parents, guardians, and students to help create this environment. OBS faculty, staff and Director are always available to discuss any needs with a Fitness Thru Dance student directly by setting an appointment with the Fitness Thru Dance Coordinator, Aless Ramnarine. By signing or checking the box below, you understand and agree to the following guidelines that will help to create this environment:

- a. Arrive on time for classes and check in with the front desk. Students who arrive 15 minutes or more after the class start time must receive approval from the instructor to enter the class late.
- b. Listen to instructors and follow guidelines and rules as set by that instructor in the class. These include but are not limited to:
  - i. Silencing cell phones and limiting distractions to others
  - ii. Monitoring voice levels
  - iii. Following safety guidelines as addressed by the instructor such as, sanitizing equipment after use, waiting your turn in a group or traveling series and being spatially aware of others around you.
  - iv. Only attempt movements that you can safely and successfully perform.
- c. Show mutual respect for all students, faculty, and staff.
- d. Be courteous to fellow students.

Accommodations: Students needing accommodations in a class should send in email to our Fitness Thru Dance Coordinator **Aless Ramnarine** ([aramnarine@orlandoballet.org](mailto:aramnarine@orlandoballet.org)) at least 48 hour prior to the class with the following information:

- Name, date, and time of the class(es) the student is planning to attend
- Accommodation(s) being requested—please be as specific as possible.

We will endeavor to respond to your request at least 4 hours prior to the start of the class time to let you know if we will be able to accommodate your request(s) without fundamentally altering the class for other students. We can also provide suggestions to best assist you should we not be able to fully accommodate your request.

OBS practices a Zero Tolerance Policy and does not tolerate the following:

- a. Any form of bullying, including cyber bullying, and any similar actions that occur within the student body, offsite and/or onsite.
- b. Any form of violence, harassment or discriminatory remarks, both verbal and physical
- c. Inappropriate conversations, talks, or comments
- d. Any inappropriate social media posts, including photos or comments
- e. Inappropriate physical touching of any kind
- f. Possession of any kind of weapons, such as firearms, knives, anything of the sort

Failure to comply with any of our behavior and etiquette policies will result in the following penalties:

- 1<sup>st</sup> instance: Verbal warning from staff or instructor
- 2<sup>nd</sup> Instance: Written warning via email and notice on account
- 3<sup>rd</sup> Instance: Subject to dismissal from future classes and programs for an extended time period or permanently as decided by Orlando Ballet and Orlando Ballet School staff.