
Registration and Enrollment Policies

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Registration and Enrollment Policies

For all classes, pre and post season class registrations require a minimum enrollment. Families must register online and secure payment in advance. Payment can be made by credit card online or by check. Payment declines on enrollment will result in automatic cancellation.

Approved Level and Age requirements for Workshops and Additional Programming

- Age restrictions and level requirements are advertised prior to completion of registration. OBS will not make exceptions to age requirements or level's for registered students. Understanding of the participant's ability for level requirements (intermediate, advanced etc) is at the discretion of the enrolling family. OBS will not accommodate the program or class to student's who do not meet the level requirement and no refunds will be provided.

Refund and Cancellation Policy

All Workshop, Masterclass and Pre or Post Season drop-in classes are non-refundable.

In the event of a doctor verified serious illness or injury. Requests for refunds must be made in writing within 30 days of the injury or illness and be accompanied by a doctor's note confirming inability to participate in programming. Refunds will be made at the discretion of the School Director.

Returned/Declined and Late Payments

This policy is enforced to all OBS programming.

If any payments are returned or declined a courtesy email will be sent to parents/guardians. Families will have 10 calendar days to reconcile that payment. If the balance is not submitted by the 10th day, students will not be permitted to attend classes, performances, and rehearsals until the account is current. If a payment declines at the time of enrollment, the registration will automatically be canceled.

- a. After one occurrence of a declined payment of the card on file for the automatic payment plan, families will incur a \$5.00 fee for each declined payment going forward.
- b. A late fee of \$25 will be added to the account if any payments are not submitted after the 14th day.
- c. If the account reaches 30 days past due, Orlando Ballet School will administratively withdraw the student.
- d. If a student withdraws or is administratively withdrawn, any past due amount will be due in full, immediately or required to re-enroll in an OBS program.
- e. There will be a \$30 service charge for any returned check, regardless of the check amount. OBS will not accept more than a total of two returned checks. After the second returned check, payments must be **made by credit/debit card, certified check, or cash. This policy also applies to any credit card chargebacks.**