

## POLICIES

### **Rules of Conduct**

Be kind and respectful to all employees, staff, students, and parents. Create a welcoming environment to newcomers.

All students and parents must be positive role models to each other. Unwelcoming behavior such as gossiping, bullying, or general negative attitudes are unacceptable.

Viewing of classes is allowed, but no videos or photographs are allowed during classes.

### **Addressing Faculty**

Faculty and staff should be respected, as they are experts in their field.

Students should address faculty members by their preferred title (Mr, Ms, or Mrs) and their last name (for example, Ms. Umi).

### **School Etiquette**

Do not distract instructors between classes. For dance-related questions, please request an appointment for a meeting. For all other questions, please send an email to [Bmorebollywood@gmail.com](mailto:Bmorebollywood@gmail.com) | [umiverse.dc@gmail.com](mailto:umiverse.dc@gmail.com).

Students and parents may not enter the school without a faculty member present or without an appointment.

Shoes should be clean before entering dance spaces.

### **Tuition and Scholarships**

Enrollment is a commitment for the length of time classes occur. The first installment is charged upon enrollment. Subsequent installments are charged via autopay. If this date falls on a weekend or holiday, the payment will be charged the next business day. Late or declined payment will result in a \$5.00 fee.

### **Refund Policy**

All registration fees are nonrefundable. Tuition/membership/classes are nonrefundable. There are no refunds on missing classes or missing a whole month of classes (it's membership based)

however, if you know that you will be missing a month or maybe half of the month. Be sure to let us know before the payment/month occurs so we could put a credit in for you. In that way the system wont charge you the full amount or any amount for that upcoming month. But this cannot be done for any payment that has already occurred

Costume payments are nonrefundable. Performance fees are nonrefundable except in the event of long-term injury or illness.

### **Attendance and Make Up Classes**

Students are expected to attend all classes in which they are enrolled or to which they are assigned. Excused absences are granted solely for illness, injury, and major life events. All students are expected to manage their time and complete their homework without missing classes.

Arrive at least fifteen minutes before your class time.

### **Snow Policy**

In the event of snow or other inclement weather, please check our website and social media, where we will post notices of snow closings.

We will also send a message to your email addresses on file and whatsapp groups

### **Flood Warning Policy**

If there is a flood warning for Baltimore in effect later than 4 pm (weekdays) or 7:30 am (weekends), class will be canceled. Please check the weather before you leave for class. We will also let you know through email and text message (if applicable).

If a flood warning is placed in effect during classes, the remainder of class will be canceled immediately. Remain near the studio if there is a chance of flooding so you can take your child home quickly. If a flood develops and you are unable to pick up your child, we will shelter in place at the school and notify the parents.

### **Dress Code**

Students may wear any active clothing that is comfortable and allows dancers to move around easily.

## **Physical Fitness and Injuries**

Students who get injured must seek professional medical advice. Umiverse staff does not give medical advice or assist with the rehabilitation of injuries.

Students may not take class while injured or ill. **If a student becomes injured or ill during a class, the student may not participate in the rest of the class.** If a student needs a bandaid, Umiverse staff may give them a bandaid but they will not put the bandaid on for them.

## **Performances, Examinations, Presentations**

**Competition/performance & Other Fees:** Competition/performance fee can range from **\$25-\$150** depending on the competition/performance organization, must be paid via automatic withdrawal through Captyn. Costume fees are NOT included in the competition fee. All tuition, costume, choreography and competition fees are **non-refundable**. Tuition and Personal Dance Account must be kept current in order to be allowed to perform/compete.

- Competition/performance fees are due on the date you have agreed to join the competition.
- Costume fees will be auto charged on the day of the agreement through Captyn. Costumes may be available for rental or full purchase.

## **Privacy Policy**

Umiverse takes keeping our clients personal information safe and private very seriously. Your information will not be given, rented, traded, or sold to any third party. Umiverse will take all precautions regarding the protection of your information.

Only you and the Umiverse managing staff will have access to your information for communication and safety purposes.

Umiverse will only give personal information to a third party for the following reasons:

- I. If given permission
- II. As needed for studio business
- III. If required to do so by law or to comply with legal process
- IV. To protect the rights, property, or personal safety of the public

## **Security Policy**

Our students personal information is stored in a secure location that only the Umiverse managing team has access to.

## **Private sessions:**

Umiverse provides a variety of private lessons for training purposes as well as for events, such as weddings, parties, etc. Private sessions can range anywhere from 30 to 90 minutes and cost starting at \$60-200 per session. The teacher will make use of the entire session time unless it is requested by the student that the session ends early. The dates and times of these Private sessions are decided by the client and the instructor. The student must give 24 hour notice before canceling a session if possible. We do understand that emergencies happen, however, refunds are not permitted. If the instructor must cancel a class due to an emergency then the student will be given at least 24 hour notice if possible. The reschedule date of any canceled sessions will be decided between the student and the instructor.

**Evaluations and recommendations:**

Students may ask instructors for evaluations on their technique, performance, and progress. If the student is underage then their legal guardian must be present for the evaluation. Date and time of evaluation will be set up by the instructor and the student and/or guardian.

Students must submit requests for recommendations for college applications, auditions, ect. At least a month before these recommendations are needed