

STUDIO POLICIES

● TRUE CREW'S INSTRUCTIONAL STAFF:

- Our instructional staff is Educated, Experienced, Certified, Qualified, DEA certified instructors, DEA Lifelong members and many are multi-certified as educators, as well as NATIONAL /WORLD TITLE choreographers/recipients. But most of all...Loving & Supportive instructors who understand the true needs of children and strive to get them to believe and achieve beyond their own expectations!... We are looking forward to teaching your children as our 2nd Decade on the Treasure Coast CONTINUES!!!!

● REGISTRATION:

- **August through December** : Mondays through Thursdays from 5:30 - 8:00 p.m.
December through July: Mondays and Wednesdays 5:30 - 8:00 p.m.
- Our **2022-2023 Season runs August 15, 2022 through June 11, 2023**
- **Our Summer Season begins** the week after our June Recital, through the week before our next season begins. Approximately the 3rd week in June through the 1st week in August.
- We are a **NO CONTRACT** Studio.
- We are a membership. Therefore, should the need arise to discontinue classes you are not stuck to a contract. ALL THAT IS REQUIRED is to DROP A WRITTEN NOTE to us explaining why you are discontinuing classes so that we can open up the space that was reserved for your child.
- We offer FAMILY, POLICE, FIRE, TEACHER and ACTIVE MILITARY DISCOUNTS!

● CLASSES:

- We specialize in Preschool and Combination Classes as well as offering Recreational Classes to all ages and levels. Not to mention.... our Nationally recognized Competitive Teams.
- Train with True Crew ... where Believing and Achieving work hand-in-hand with Integrity, Loyalty and Honesty!

● NOTIFICATIONS:

- All students are notified of ALL STUDIO EVENTS through this website, notices in the studio, as well as email notifications, social media of True Crew Parent's Private Facebook, as well as a True Crew's Business facebook page, Instagram and our REMIND text app.

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- It is the registered **family's responsibility** to stay UP-TO-DATE on ALL STUDIO EVENTS and make sure that the studio manager always has updated CONTACT INFORMATION such as email address or phone number changes.

● CLASS CHANGES:

- In the event a student wishes to change classes from one dance genre to another, this is acceptable by filling out and signing a **CHANGE OF CLASS FORM** in the front office.
- Please remember, in order to participate in recital gala in June, the student must be committed to the class or classes that they will be performing in **NO LATER THAN November 1st.**

● ATTENDANCE:

- Students should attend every class as their progress and placement is dependent upon this. Students need to be properly prepared and dressed according to our Dress Code in order to participate. If a student must be absent, they should advise our Director, Ms. Toni through a phone call to the studio 772-879-2739 (CREW) or email at truecrew.mstoni@gmail.com . If it is necessary for your student to miss a class, they may schedule with Ms. Toni through email to come in to do a makeup class WITHIN 2 weeks of their missed class. Makeup classes are not offered during the months of May and June as they are the months we are finalizing performance routines.
- Students should be in the waiting area READY to go into class 5-10 MINUTES prior to their class.

● STUDENT DROP OFF:

- To keep all students safe and the flow of DROP OFF traffic continually moving, students are to be dropped off at the main entrance door underneath the banner, with traffic entering from the North end in front of the studio, exiting to the South end.
- Please do not get out of your car. Someone will be at the front door to collect "little ones" and bring them into the studio to get prepared for their class.

● PARKING LOT:

- Please remember all "**quick parking**" (payment drop off, question or registration) is to be in designated True Crew parking slots in front of the building, or if full, in the

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double parking area behind the back building and then walk up to the studio. We have been advised that any vehicles parking or leaving cars in any other areas, may be subject to being towed at the owners expense.

- Should families wish to wait for their student while they are in class, we have ample parking in the double parking area located on the side by Downtown Benny's Pizza. You might also want to get a quick bit while waiting :)

● **WAITING ROOMS:**

- Our waiting rooms are for student only, or new registrants to keep the number of persons to a minimum to continue to keep up with health protocol. ***PLEASE FOLLOW ANY CHANGED COVID PROTOCOL.
- The only exception to "open waiting rooms" is when a person is coming in for payments, questions, registration, or for our Thursday 2:00 p.m. class and 5:00 p.m. Preschool class.
- **All classes are viewable through our Family App, so parents may watch their child's class and progress through the conveniency of your phone.**

● **CALENDAR YEAR OF STUDIO:**

- The studio is only closed on those dates specified on our Studio Calendar on our Website as well as the Home Page of our website. All rates for classes have been determined through our yearly studio calendar, and therefore there are NO MAKEUP CLASSES for the days that the studio is SCHEDULED AS CLOSED.

● **MONTHLY TUITION:**

- Tuition is due by the 1st of the month. Any account whose payment is received after the 10th of the month will be automatically assessed a late fee of \$15.00.
- We accept, cash, check, ApplePay, Cash App, Venmo and all major credit cards. There is a \$5.00 processing fee for credit cards.
- RETURNED CHECKS: will have a \$15.00 service charge applied to the balance due.
- All rates for classes have been determined through how many classes are offered to the student for the Season, August through June. Therefore, there may be some months that have 3, 4 or 5 classes, however, the tuition is the same each month as the total number of classes at the end of the season is the same.