

Lua Dance Club LLC Policies

1. No Credits or Refunds:

Lua Dance Club LLC does not provide credits or refunds for missed classes due to holidays, vacations, illness, weather, or other reasons.

2. Payment Plans:

Credit Card Payments & Autopay:

Payments can be made online via your studio account using our Automated Online Monthly Bill Pay Service.

Payments are withdrawn automatically from the card on file on the 5th of each month.

The payment process is handled through our secure online registration site, "The Studio Director," which every student is required to be registered through.

All students/families are required to keep a valid credit or debit card on file at all times for monthly payments.

In-Person / Office Payments:

Payments can be made by check or cash before the 5th of each month. Any payment received after the 5th will result in a late fee.

3. Late Fees:

A \$15 late fee will be charged for payments received after the 5th of each month.

A late/ unpaid payment still by the 10th of the month will result in the loss of your spot in the dance class.

If a declined card remains unresolved after the 10th day of the month and the studio has not been notified of intent to pause or withdraw, the student will be automatically un-enrolled. The full outstanding balance remains due before returning to classes.

4. Tuition and Makeup Policies:

Tuition Policies:

All tuition is non-refundable and non-transferable.

Tuition covers four classes per month. If a month contains five occurrences of the same weekday (e.g., five Mondays), tuition remains the same.

If a class is missed in a five-week month, no makeup is required.

If the studio is closed on a holiday in a five-week month, no makeup is required.

Tuition is not transferable to another month.

Registration Fee:

Applies to:

- New students
- Students who take a break of 2+ months
- Students pausing for December and rejoining in the New Year

Makeup Policies:

Makeups must be in addition to the class you are enrolled in. (Makeups cannot be used to replace or waive future tuition.)

Makeups must be taken within the same program and within the same session by the dancer who missed class. (Exceptions for families in the special annual membership- you can makeup any program by any family member.)

- Fall–Spring Session: September 1 – June 30
- Summer Session: July 1 – August 31

No makeups from one session are allowed to transfer to next session.

It is the parent's responsibility to track makeups.

Abusing the makeup policy (including attending without approval) may result in termination of enrollment. All makeups must be confirmed by email or text to ensure space is available.

Missed Months:

If a full month is missed, that month cannot be carried forward as credit.

However, up to four makeups may be scheduled the following month in addition to regular classes.

Emergencies:

Medical or special emergencies will be reviewed case-by-case at the discretion of the studio owner.

Drop-In Classes:

Drop-In Classes are \$25/class. Please text or email if you wish to drop in. Payment can be taken in the form of card online or cash, but the student must have an account with a card on file regardless to ensure payment is received if the office is busy before or after the drop in class.

5. Ongoing Enrollment & Cancellation Policy (IMPORTANT):

Lua Dance Club classes run year-round on an ongoing enrollment basis. Enrollment does not automatically end after a recital, season, school year, or period of non-attendance.

If you wish to pause or withdraw from classes for any reason, you must notify us by **email or text before the 5th of the month**. Phone calls or voice messages will not be accepted due to the possibility of the phone call not coming through. You will receive a confirmation email or text back from us within 48 hours. If you do not, please message again. Proof of communication prior to the tuition day (the 5th of the month) is needed to be honored.

Failure to notify the studio means:

- Tuition will still be charged
- No refunds or credits will be issued
- Your child remains enrolled and your spot is held
- Outstanding balances (including late fees if applicable) must be paid before returning

Simply not attending class does NOT tell us that you wanted to cancel enrollment. A new season within the studio does NOT end your enrollment. Enrollment continues regardless of the season. Telling your teacher does NOT end your enrollment. Teachers do not have access to adjust enrollment.

It is the parent's responsibility to communicate any changes in enrollment status.

6. Pay-in-Advance Option:

Discounts:

Pay 12 months in advance to receive the biggest discount.

Important Notes:

Prepaid tuition must cover consecutive months and cannot be transferred or paused.

No credits, refunds, or transfers are issued for missed months.

Lua Dance Club operates year-round. If the studio is closed for a major holiday, makeups may be taken before or after the closure while still enrolled.

7. Class Arrival & Participation Policy:

Students must arrive on time. After 10 minutes, the instructor and studio owner reserve the right to deny entry into class.

Late arrivals may be unable to participate due to missed warm-up and safety concerns.

Late arrivals also disrupt class flow and instruction time.

8. Recital Participation Policy:

To participate in any Lua Dance Club recital or performance:

Full tuition for the recital month is required regardless of performance date or attendance level.

There is no pro-rating or pausing for recital months if you are in recital.

Any payment regarding recitals are non-refundable under any circumstance.

Classes remain ongoing throughout the entire month.

Lua Dance Club is a year-round studio. Classes continue after recital and your dancer's enrollment continues unless written notice is given before the 5th of the month.

No drop-ins are allowed for recital participation. Students must be actively enrolled.

In the two months leading up to recital, if you attend less than 50% of the classes, you either lose your recital spot or need to pay for a private lesson with your Lua class teacher to review the choreography.

If you are in more than one dance, or have a sibling also dancing, there is no guarantee all dances will be in the same show. There are usually three shows at three times during the day. It is not logistically possible. If you want to attend more than one show, you need to buy tickets for each show.

8. Summer Camp Participation Policy:

Any payment regarding summer camp is **non-refundable** under any circumstance.

9. Liability Disclaimer:

By entering Lua Dance Club and participating in any class, private lesson, party, or rehearsal, you acknowledge and accept the inherent risks of physical activity.

Lua Dance Club LLC, its owners, instructors, and staff are not liable for any injuries sustained on the premises.

Participation is at your own risk and you agree not to pursue legal action in the event of injury.

Private Lesson Policies at Lua Dance Club

24-Hour Cancellation Policy:

Cancel or reschedule at least 24 hours in advance.

Late cancellations or no-shows will be charged in full.

No refunds or makeups for missed sessions.

Payment Policy:

Payment is processed automatically 24 hours before the lesson.

Tardiness:

Late arrival does not extend session time.

If the instructor is late, makeup time or full session credit will be provided.

Rescheduling:

One reschedule per private lesson is allowed.

Additional changes will result in forfeiture of the session.

Health & Safety:

Please cancel if you are sick. The studio reserves the right to refuse visibly ill students.

Studio Etiquette:

Arrive warmed up and ready.

Parents may observe quietly unless otherwise noted.

No additional guests unless approved in advance (additional fees may apply).

Communication:

All changes must be made via text or email.

Liability & Assumption of Risk:

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