

# STUDIO POLICIES

**Attendance and Tardiness:** Regular attendance is crucial for progress in baton and dance. Students are expected to attend all scheduled classes. If a student will be absent, parents must notify the studio in advance via email (hello@kaykostudio.com). Excessive absences may result in reassessment of class placement. Students should arrive on time for all classes. If a student arrives more than 10 minutes late, they may be asked to sit and observe the class to avoid disruption. Repeated tardiness may result in a meeting with instructor and parents.

**Code of Conduct:** Students are expected to show respect to instructors and peers at all times. This includes listening attentively, following instructions, and maintaining a positive attitude. Disruptive behavior will not be tolerated and may result in disciplinary action. Parents should support a positive environment by encouraging their children and respecting the studio policies. Any concerns or issues should be addressed privately with the studio staff.

**Health and Safety Guidelines:** Students should stay home if they are not feeling well, especially if they have symptoms of contagious illnesses. Please inform the studio if your child will be absent due to illness. All injuries sustained during class must be reported to the instructor immediately. An incident report will be completed, and parents will be notified. In case of a serious injury, emergency medical services will be contacted.

**Dress Code Enforcement:** Students must adhere to the dress code at all times. Non-compliance may result in being asked to sit out of class until proper attire is worn. This is for the safety of the students.

**Inclement Weather Policy:** The studio will not necessarily close for snow days, regardless of school closings. During inclement weather, please check your email for verification of class cancellation on the day of the closure. If three or more classes are cancelled due to weather, we will have a scheduled make up day. Practices for performances/performance/community events make up for snow closures.

**Makeup Class Policy:** Students may attend one makeup class for missed class due to illness or a family emergency. To schedule a makeup class, please contact studio staff. The makeup class must be scheduled in advance and is subject to availability.

**Refund Policy:** Tuition is non-refundable, except in cases of medical emergency with a doctor's note. Requests for refunds must be submitted in writing to 305 S. 2nd St., Marshall, MN 56258. Costume fees are non-refundable once costumes have been ordered. Recital fees are non-refundable after March 15th. No refunds will be issued after March 15th. Private lesson fees are refundable with 24-hour notice of cancellation. No refunds will be issued for no-shows or last-minute cancellations. Fundraising credits are non-refundable.

**Photo/Video Release:** Photos and videos of students may be used for marketing and promotional purposes. By enrolling your child, you consent to the use of images. If you wish to opt-out, please contact hello@kaykostudio.com.

**Liability Release:** Participation in classes involves some risk. By enrolling, you agree to release KayKo Baton Studio from any liability for injuries or accidents that may occur during classes or events.

**Credit Card on File:** A credit card must be on file for automatic billing. Payment information is securely stored and protected. Please keep card on file up-to-date. If you would like to be on manual payment, please contact studio staff via email. It is your responsibility to make all payments on time to avoid a late fee of \$10.00.

**Withdrawal Policy:** To withdraw from a class, please notify the office via email 30 days in advance. Tuition will be prorated based on the notice period. Ex: if you notify on February 15, you will be charged for March and refunded for April.

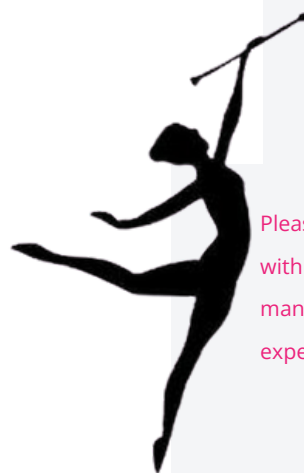
**Communication Policy:** We prefer communication via email. Coach Kayleigh will respond to inquiries during office hours. Please allow 24-48 hours for a response. The studio will have delayed response time during scheduled maternity leave.

**Studio Etiquette:** Students should show respect to instructors and peers at all times. This includes listening attentively, following instructions, and maintaining a positive attitude. Students are expected to clean up after themselves and maintain a tidy environment. No food or drinks are allowed in the studio, except for water bottles. Students should use the lounge area for resting and creating lasting friendships. Parents and siblings should wait in designated lounge area. If siblings are distracting, you may kindly be asked to leave.

**Lost and Found Policy:** Lost items should be reported to the office. Unclaimed items will be kept in the lost and found for 30 days before being donated. Please check the lost and found regularly for any missing items.

**Arrival & Pick-Up:** Arrive 5-10 minutes before your scheduled class and ensure timely pick-up. If you are delayed, please send an email. Students must be picked up within 15 minutes of ending class time.

**Attendance, Absences, and Makeups:** Regular attendance is crucial for community and technique development. Inform the studio of absences via email. Only one makeup class is allowed per session, by contacting us within 24 hours. The makeup class must be from the same or a lower level and expire at the end of the session or upon dropping the class. No refunds or credits for unused makeup classes.



## STUDIO POLICIES

Please read carefully and familiarize yourself with these policies. Policies will be enforced to manage expectations and facilitate a positive experience for all.