

DanceWorks Kenora Policies

as of August 1, 2025 for 2025/2026

MEMBERSHIP CONTRACT

Registration Fee

A \$30 non-refundable registration fee per family is due at the time of enrollment for all Full Year, Fall, and Winter session class registrations. The fee is charged once per family per year (running September to May). The registration fee is waived for those enrolling only in mini-sessions, camps, workshops, or special events.

☐ I've read the above and agree.

Payment Policy

Registration is a commitment to pay the entire tuition amount for the length of the class session. I acknowledge that this obligation will continue until such time as payment is made in full.

Full Year and Fall/Winter Session Classes:

Tuition can be paid in full, by cash, cheque, e-transfer or credit card at the start of a session or broken down into equal installment payments, by credit card or post-dated cheques. The installments are as follows: Full Year (9 installments), Fall (4 installments) or Winter (4 installments). The first installment plus the registration fee is due at the time of registration. Payments are then due by the 5th of the following months (October 5th through May 5th as applicable).

Mini-Sessions, Workshops, Camps or Other Special Events:

Full payment at the time of registration is required for mini-session registration, workshops, camps or other special events in order to finalize and reserve your spot. Fees can be paid by cash, cheque, e-transfer or credit card.

Late and NSF Payments:

There is a \$20 charge for all N.S.F., returned cheques, and declined or cancelled credit card payments. Any payments that are more than 30 days late are subject to a 5% late payment fee on the overdue balance.

Past Due Balance:

Accounts with past due balances of 30 days or more will be sent statements via email and, if payment arrangements are not made within 10 days, the dancer will not be able to participate in class or events until the account is up to date. Any accounts with outstanding balances will not be permitted to register for future classes or events until payment arrangements are made.

Credit Card Authorization:

I understand that credit card information will be saved to file for future transactions on my account. I authorize DanceWorks Kenora to charge the credit card on file for agreed upon purchases including tuition fees, merchandise, administration fees, or other goods, services, or incidentals. This authorization will remain in effect until cancelled. I acknowledge that removing a credit card from my account does not remove the responsibility to pay for outstanding balances or future payments as agreed to upon enrollment.

☐ I've read the above and agree.

Withdrawal Policy

15 business day advance written notice, sent to info@danceworkskenora.com, must be received in order to formalize a withdrawal and receive a refund (if applicable based on the withdrawal periods listed below). Missing or not showing up for scheduled lessons does not constitute notice of withdrawal. Late payments or failure to make tuition payments does not constitute withdrawal from classes or cancellation of an ongoing agreement.

For Full Year classes, running the full 9 month session, withdrawals and refunds will only be processed until November 15th. Fall and Winter session classes will only be eligible for withdrawal refunds within the first 4 weeks of classes. Mini-session registrations will only be eligible for withdrawal refunds within the first 2 weeks of classes.

Workshops, camps, or other special events will list any non-refundable deposits and withdrawal policy dates in the program details at the time of enrollment. If it is not listed then the default policy for camp, workshop, or special events is that withdrawal refunds will be given only if notice is received at least 15 business days prior to the camp, workshop, or event start date.

Beyond these withdrawal periods refunds will not be given except in circumstances deemed exceptional by the studio director (ie: significant injury or illness preventing the dancer from participating for the rest of the season).

☐ I've read the above and agree.

Late Registration Policy

Late registrations are accepted only at the instructor and studio director's discretion. Any students registering after classes have started are responsible for a prorated payment for the initial installment and full payment of all remaining installments in the class session as well as the full registration fee. For Full Year or Fall/Winter session classes a late registration fee will also be calculated and applied to the account in order to cover applicable costs including, but not limited to, costume rental, performance media, and other fixed costs included in the original tuition fees.

☐ I've read the above and agree.

Cancellation & Online Learning Policy

DanceWorks Kenora reserves the right to provide a substitute instructor in the event that the regular instructor is unable to teach. DanceWorks Kenora also reserves the right to transition studio classes to online learning if needed due to instructor illness, studio shutdowns/closures, weather cancellations, or other unforeseen circumstances. In the event that the studio is closed due to weather or other emergency situations, we will email all students scheduled that day and post the closure on our social media pages.

DanceWorks Kenora fees take into account the possibility of up to 3 cancellations by the studio or instructor for Full Year Classes and up to 2 cancellations by the studio or instructor for Fall or Winter/Spring sessions. Mini-sessions, camps, workshops, and special events do not have any possible cancellations built into their fees. Planned studio closures or holidays that were indicated at the time of registration do not count as cancellations.

If a class is cancelled (beyond possible cancellations as listed above) dancers will have the option to attend a make-up class in another style or level or the studio/instructor may arrange an alternate class time, workshop, or online session as a make-up class.

Refunds will not be provided unless the studio is unable to offer a make-up class, online learning or alternate instruction arrangements. Dancers that choose not to attend the make-up class, online learning, or alternative instruction will not receive refunds.

DanceWorks Kenora reserves the right to adjust class times or cancel a class session due to low enrollment. Refunds will be provided for a cancelled class session if the dancer is not able to transfer to another program/class.

☐ I've read the above and agree.

Performances & Costume Policy

Performance is an important aspect of dance training and requires the commitment of all dancers in the class in order for the class to succeed as a group. Typically all Full Year classes and Winter session classes will participate in the Year-End Recital in May while all Dance Foundations, Primary, Junior, Intermediate and Senior level classes will also participate in adjudicated dance performances in April.

Families will be notified of performance plans with as much advance notice as possible. Any dancers who are unable to participate in planned performance opportunities must inform the studio by the deadline indicated when performance dates are

communicated. Dancers that are unavailable or decide not to participate in performance opportunities will still be able to participate in class but will not be placed in choreography and will need to dance to the side or occasionally watch as an audience member as the class prepares for their performance.

There is no extra cost to participate in the Year-End Recital and tuition fees cover the entry costs for each class to enter one group routine in an adjudicated dance performance. Family members and friends that attend these events may need to purchase a ticket or pay an entrance fee.

Costumes for performances are provided by DanceWorks Kenora (but may build on the dress code requirements for each class) and must be returned to the studio within 2 weeks after the final performance. Late costume returns, past the 2 week deadline, will result in a late return fee of \$30 (plus HST) for each costume. Unreturned or damaged costumes will result in a costume replacement fee of \$110 (plus HST) for each costume.

☐ I've read the above and agree.

Studio Communications Policy

All registered families must have a current and active email address on account. We communicate the majority of our studio information via email and you are responsible for maintaining the correct email address on file, checking your email regularly, and making sure that info@danceworkskenora.com is listed as a "safe" sender and that studio emails are not going to your spam or promotions folder.

Emails will include registration confirmation, studio updates, schedule notifications, class specific updates, as well as statements and receipts. We do not send promotional or junk mail to our dance families.

General studio news will also always be posted to the website under danceworkskenora.com/news. You can also follow DanceWorks Kenora on social media to receive updates but this does not replace the need for an active email address on file.

We recommend that older students have their own email address on file so that they also receive studio updates and class specific information and can share the responsibility of managing and being prepared for dance classes and events.

☐ I've read the above and agree.

Photo, Media, and Social Media Policy

DanceWorks Kenora students and their parents/guardians give permission to DanceWorks Kenora to collect, use, and disclose photographs, written statements, and recordings of the student in any audio, visual, printed or other promotional materials at the sole discretion of DanceWorks Kenora. I agree to the release of any photographs and video for the purpose of publicizing and promoting their programs and services, including posts on the studio's website and social media sites. Compensation will not be expected. I assign and transfer to DanceWorks Kenora any and all rights that I or the student may have, in perpetuity, including copyright, and waive any rights over editing, associating, or crediting this material.

Families with extenuating or specific circumstances that cannot agree to this media policy must notify the studio by email when registering for a session. The studio will make every reasonable effort to accommodate "No Media" requests but does not make any guarantees.

Students and parents are not to photograph or record anything in the studio without the approval of DanceWorks Kenora. Students and families agree to use common sense and respect when using the DanceWorks Kenora name, logo or related imagery on social media platforms. Images or videos that include other individuals should never be shared or posted online without permission from that individual (or their guardian if they are a minor).

DanceWorks Kenora reserves the right to insist content be removed from social media if it does not comply with the studio's policies.

☐ I've read the above and agree.

Class Visitors & Observation Policy

In order to enhance the quality of teaching, maintain a focused environment and ensure students get the most out of their classes DanceWorks Kenora does not allow parents or family to observe classes. Parent viewing weeks or online recordings or streaming of classes will be available to families once per session. Family and friends are also invited to show their support by attending public performances.

The studio may allow family or visitor observation under other circumstances on a case by case basis as decided by the studio director or the instructor.

☐ I've read the above and agree.

CODE OF CONDUCT

Demonstrating Respect

Dancers and families are expected to follow the studio code of conduct and to show respect for the dance space as well as the other dancers, instructors, and studio volunteers. The expectation of courteous and respectful behaviour to others applies both inside and outside of the studio. The code of conduct and class etiquette expectations are in place for the safety and well-being of all.

☐ I've read the above and agree.

Proper Attire

Dancers are to follow the studio dress code and must have the proper dancewear and shoes for all classes. Dress code requirements are listed on the studio website (danceworkskenora.com). This provides a distraction free learning environment for all students and makes it possible for the instructor to watch and correct for proper technique.

☐ I've read the above and agree.

Attendance

Dancers are expected to arrive on time for all classes/rehearsals/events. Regular attendance is essential for student success. Please notify the studio with as much advance notice as possible if your dancer will be missing their class. Dancers are encouraged to make-up missed classes in another level or style. Dancers that are sick or cannot attend in person may be able to attend class virtually if adequate notice is provided. There will be no refunds given for missed classes. Repeated absences may mean that a dancer is removed from sections of class choreography or in extreme circumstances not allowed to perform with the class.

☐ I've read the above and agree.

Proactive Communication

Dancers should notify their instructor prior to the start of class of any injuries or other circumstances that prevent full participation. They should also communicate any need to leave class early or plans to arrive late for future classes. Dancers should be excused personally by the instructor before exiting the classroom if they are leaving during scheduled class time.

☐ I've read the above and agree.

Privacy

Dancers are required to respect the privacy of staff and other students and may not post any content on social media without permission from all individuals pictured and/or named. Photography, audio, and video recording is not permitted while in class unless permission is granted by the instructor.

☐ I've read the above and agree.

Unacceptable Behaviour

Students and families understand that illegal drug use, illegal cannabis use, illegal alcohol use, theft, violence, vandalism, and criminal acts or activities are unacceptable behaviour. If, while a student is enrolled at DanceWorks Kenora, they are involved in any situation or occurrence which subjects the student and/or the studio to public scandal, disrepute, widespread contempt, public ridicule, or that will tend to shock, insult or offend the community or public morals or decency or prejudice DanceWorks Kenora in general, then the studio shall have the right, in its sole discretion, to take any action it deems appropriate.

Bullying, harassment, or discrimination will not be tolerated. Students and families are expected to conduct themselves in a manner that does not interfere with other people's use and enjoyment of DanceWorks Kenora facilities or programming.

☐ I've read the above and agree.

Consequences for Conduct Infractions

DanceWorks Kenora will make every effort to work with dancers and their families to resolve any issues related to behaviour and proper conduct. Specific consequences resulting from violation of the Code of Conduct will be dependent upon the situation. DanceWorks Kenora reserves the right to decide on appropriate action, including removing a dancer from a class (without refund), on a temporary or permanent basis, as required.

☐ I've read the above and agree.

LIABILITY WAIVER

Physical Fitness

Students and parents/guardians recognize that dance and fitness programs require physical exertion that may be strenuous and may cause physical injury and are fully aware of the risks and hazards involved. Students accept responsibility for listening to their own body, being aware of any physical conditions, and knowing that they are not obligated to follow the instructions being given and can modify instructions as needed for their own body and safety.

Registration represents and warrants that the student is physically fit and has no medical conditions that would prevent their participation in dance classes, programs or workshops. The student and parent/guardian agree to keep the instructor informed of any conditions or injuries which may impact their full participation in class or performances. Students returning to participation after an injury agree to follow any recommendations from their medical provider(s) and recognize that the studio may request clearance from their medical provider(s) before allowing a full return to the studio's programming or activities.

☐ I've read the above and agree.

Physical Contact

The student and parent/guardian realize that at times an instructor may make physical contact with a student to bring awareness to an area of the body, to correct positioning, or to ensure a skill is safely executed. The student and parent/guardian agree to let the instructor know before or during class if the student would prefer no physical contact during class.

☐ I've read the above and agree.

Responsibility for Students

DanceWorks Kenora is not responsible for students who do not attend their scheduled class, rehearsal, or event. Parents/guardians consent that they are responsible for students in the studio building or performance venues both before and immediately after their student's scheduled programming. Students age 10 and under should be escorted to and from the studio entrance by a parent or guardian. In the case of online classes and dancing from home, families are responsible for ensuring dancers have a clear and safe space for dance and that there is appropriate supervision of the dancer.

☐ I've read the above and agree.

Assumption of Risk

The student and parent/guardian assume all risks of participation in the programs and related activities offered by the studio. I acknowledge that despite the precautions taken by DanceWorks Kenora, there are potential risks associated with the programming, including, without limitation, the risk of damage to property, disability, and severe or fatal injury, as a result of the student's participation. I acknowledge and agree that I am not relying upon any representations or statements made by DanceWorks Kenora with respect to the safety of participating in their programs or any activities associated with their programs. I have made my own assessment with respect to the safety and risks associated with participating in the activities associated with DanceWorks Kenora.

☐ I've read the above and agree.

Contagious Diseases

I am aware of the contagious nature of bacterial and viral diseases, including the 2019 novel coronavirus disease ("COVID19"), and the risk that, despite precautions taken by DanceWorks Kenora, the Student may be exposed to or contract COVID-19 or any of the disease(s) by participating in the Program, which may result in serious illness, personal injury, disability, or death. I confirm that if the Student is diagnosed or is experiencing symptoms consistent with a contagious disease that they will discontinue participation in studio programming or activities until they are no longer contagious.

☐ I've read the above and agree.

Permission to Authorize Medical Care

I give permission to DanceWorks Kenora to authorize medical care and treatment in emergency situations. I understand that DanceWorks Kenora will make every reasonable effort to reach the student's legal guardian or emergency contact if an emergency arises. In the event that the student's contact cannot be reached I, and the student, give consent to medical care and treatment as reasonably necessary. This waiver and indemnity extends to any liability arising out of or in any way connected with any medical care or treatment and/or transportation provided in the event of emergency.

☐ I've read the above and agree.

Waiver Statement

I acknowledge that I have read all parts of this Liability Waiver, fully understand its terms and conditions, and understand that I have voluntarily given up substantial rights by accepting the terms of this agreement. I waive, release and forever discharge any and all claims or actions that I or the student may now or in the future have against DanceWorks Kenora, including its legal representatives or assignees, all instructors, contractors, or other persons acting under its permission or authority, for any injury, death, damages or loss sustained as a result of participation in the programs offered by the studio. DanceWorks Kenora will not assume responsibility for any injury, losses, costs or damages resulting from participation in their programs or the related activities.

☐ I've read the above and agree.

DANCEWORKS KENORA POLICY AGREEMENT

Statement of Agreement

I state that I am of lawful age and legally competent and am signing this document on my own behalf, or on the behalf of the student for whom I am a parent or legal guardian, of my own free act.

I, on my own behalf and/or on behalf of the student(s) for whom I am a parent or legal guardian, hereby guarantee that I have read and do understand all of the DanceWorks Kenora policies. This includes all components of the DanceWorks Kenora Membership Contract, Code of Conduct, and Liability Waiver.

I confirm I am accepting the policies freely and without any influence, inducement, or assurance of any nature and agree that if any portion is held to be invalid, the balance notwithstanding shall continue in full force and effect.

I accept and agree to abide by these policies in order to be accepted and to continue as a student at DanceWorks Kenora.

I agree that this Agreement shall be governed by and interpreted in accordance with the laws of the Province of Ontario and I agree to attorn solely to the jurisdiction of the courts of the Province of Ontario.

☐ I've read the above and agree.

Date: _____

Printed Name: _____
(of Participant or of Parent/Guardian if participant is a minor)

Signature: _____
(of Participant or of Parent/Guardian if participant is a minor)