

# Tanglin Arts Studio Terms & Conditions for the 2009-10 Session

Some of our terms and conditions apply to children only and some apply to adults only – this is indicated in brackets after the section heading. All other sections apply to both adults and children.

## Tuition Fees (Children)

- Tuition for children's classes is charged per term and is due before the first class of the term. If you join part way through a term the price will be pro-rated but the fees must be settled before the first class. We do offer a 'walk-up' fee of \$35 per hour but places cannot be guaranteed for walk-up students.
- There is an annual, non-refundable registration fee of \$30 per child and is due at time of registration. This registers a student for an entire season, including the summer programme and camps.
- If your child is absent for more than two weeks in a row without notice, we may allocate your place to another student. We shall make every attempt to contact you before doing so and if you wish to continue the class you will be liable for tuition fees for the classes missed.

## Discounts (Children)

- A sibling discount is offered for those families who have more than one child attending classes. The student with the most expensive tuition charge pays full price. Siblings will be entitled to 10% off their tuition charges.

## Trial Classes (Children)

- Children are allowed to try class at a charge of \$30 per class provided space is available in that particular class. This fee is payable at the start of the class.
- When booking a trial class, we require your name, your child's name and a contact telephone number.

## Registration (Children)

- A registration form must be completed, signed and dated by the parent or guardian for all children attending classes. We need the parent's name, address and contact telephone numbers in case of emergency. Your details will not be disclosed to any parties outside of Tanglin Arts Studio.
- Your child's place in the class will be confirmed when we receive your completed and signed registration form, registration fee and tuition payment for the term. Please be aware that some classes are very popular and may already be closed for registration when we receive your cheque.
- If your child has any allergies or medical conditions, please answer 'Yes' to the question 'Does your child have allergies or medical conditions that we should be aware of?' and then write the details on the back of the form. When registering more than one child on the same form, please ensure it is clear which child the medical information applies to.

## Make-up Classes (Children)

- We try to accommodate people requesting make-up classes. Many of our classes are full so in order for make-up places to be available we ask that you do the following:
  1. Call or e-mail **in advance** to let us know that your child cannot attend their usual class and give your preferred class day and time to do a make-up. Make-up classes are only made available to students who give notice of their absence.
  2. When arriving for the class let both the office staff and the teacher know that your child is doing a make-up.
  3. If you book a make-up and are subsequently unable to attend, this class will be counted as your make-up unless you inform us **in advance** of your absence.
- Make-up classes must be taken in the same term as the class that was missed.
- Students are restricted to only two make-up classes per term.

## Dropping a Class (Children)

- If your child wants to drop a class please inform us in writing (by e-mail is fine). We require two weeks notice and will refund your fees on a pro-rated basis from the date two weeks after your notice is given.

## Class Etiquette (Children)

- Please ensure you are punctual to class. Being late to class is disruptive both for your child, the teacher and other students.
- Many of our classes run without a break in between so it may not be possible for you to speak to your child's teacher immediately before or after a class as this would mean the next class would start late. You can let the teacher know that you need to speak to them either by leaving a message with the office staff.
- Do not wear outdoor shoes inside the studios.
- Please do not enter the studios if the doors are shut. The door will be opened when the teacher is ready to start the next class.
- Please ensure that your children have been to the toilet before their class. Young children will be accompanied if they have to go during class and we keep track of children who are old enough to go on their own. Tell your child to always let their teacher know if they are going to the toilet.
- Please be considerate when waiting in the corridor outside the studios for your class to start – children should not run around, climb on furniture, shout, open studio doors or play with the water. The office area is out of bounds to all except Tanglin Arts Studio staff. Children must be supervised by an adult at all times. Do not drop your child off too early for classes – you (or a helper, friend or grandparent) are responsible for your child until the class starts.
- Siblings may not attend classes unless they are enrolled in the class. If they are waiting on the premises, they must be supervised.
- Please collect your child promptly at the end of class. If you are running late, call the studio so that we can reassure your child that you are on your way. Someone will remain at the studio until the last child has been collected. We may occasionally ask a parent to remain behind if the teacher has to leave promptly.
- Shelves are provided in the corridor where children can store their bags and shoes. Please encourage your child to use them, as bags in the studio are a distraction and a potential hazard.
- Students may not take drinks or food into the studio. Please make sure they have had a drink/snack before class. If they are thirsty during class they may be excused to have a drink.
- Parents are not generally allowed in the classes to watch. From our experience, children learn better when their parents or

caregivers are not in the classroom. However, we have two weeks a year allocated for Parents' Watch Weeks, when parents are allowed in to watch their children. Check the Session Calendar for dates.

- Disruptive behaviour will not be tolerated. Teachers will politely ask students to stop their disruptive behaviour. If they do not stop, they may be asked to sit out for a few minutes. Continued disruption will result in longer periods of sitting out and if this happens, the teacher will contact you to let you know.

### **Making Your Payment**

- We accept cash, cheque or NETS payments. Cheques should be made payable to **TANGLIN ARTS STUDIO**. Bounced cheques will incur an administration charge of \$30 and you will be asked to settle the bill by cash or NETS.
- Cheque payments can be mailed to Tanglin Arts Studio, 100 Turf Club Road, #01-02 Horse City, Block K, Singapore 287992 or handed to someone in the office of the studio.
- Cash and NETS payments should be made in person during office hours.
- Please ensure you get a receipt for all transactions and keep this for your records.
- Tanglin Arts Studio reserves the right to refuse service.

### **What to Wear**

#### **Mommies & Me Ballet**

Most children wear pink but they can wear anything they want as long as they wear ballet shoes.

#### **All other Ballet Classes**

Solid colour leotard and ballet shoes (pink shoes for girls, black or white shoes for boys).

#### **Tap**

Black tap shoes are required.

#### **Jazz/ Acrodance**

Comfortable attire (no jeans or bulky shirts). Jazz shoes or dance sneakers are optional.

### **Dance Recital**

- Tanglin Arts Studio holds a dance recital every year in which students can choose to take part. Mommies & Me students do not participate in the recital.
- There will be a recital fee which covers the cost of putting on the show, e.g. venue hire, stage technicians, etc. In addition, there will be a charge for costumes. Costumes will only be ordered once payment has been received for recital fee and costumes. The costumes will be yours to keep.
- Students who wish to take part in the recital must be able to attend classes regularly and attend the dress rehearsal. Students who are unable to attend the dress rehearsal will not be allowed to take part.
- Students who are not taking part in the recital will still be able to participate fully in their classes. It is normal practice to learn a dance routine in class, regardless of whether or not a recital is taking place.

### **Timetable Changes**

Classes may be removed from the schedule if there are not enough students enrolled. We shall make every effort to offer a suitable alternative should this be necessary.

### **Cancellation Policy**

- It may occasionally be necessary for Tanglin Arts Studio to cancel a class if a teacher is unexpectedly called away and a suitable replacement cannot be found. If this happens we shall make every effort to contact you using the information you have supplied on your registration form. Please ensure you keep your details up to date – inform our office if you have any email, postal address or phone number changes.
- In the event of cancellation of children's classes by Tanglin Arts Studio, your account will be credited for the cancelled classes or a make-up will be offered.
- Tanglin Arts Studio reserves the right to substitute a teacher at any time.
- In the event of an unforeseen absence of a teacher (due to an emergency, illness, etc.) we may choose to combine classes or start subsequent classes slightly later to accommodate all students as fairly as possible.