

Policies & Fees Handbook

Everything you agree to when you enroll, in one place. Please read it with your dancer before signing your enrollment contract.

I will read & re-read all information in this Policies and Fees before signing my enrollment contract, and refer back to it all information provided by the Ignite Your Flare team via the Band communication platform, thoroughly & repeatedly throughout my student's enrollment before asking any questions.

For purposes of this Agreement, the undersigned parent, legal guardian, or account holder shall be referred to as the "Client." The child(ren), minor(s), or legal ward(s) enrolled under this Agreement shall be referred to as the "Student." "Ignite Your Flare," "Studio," "Staff," and "Teacher" shall collectively refer to Ignite Your Flare: its owners, officers, directors, employees, instructors, independent contractors, volunteers, assistants, and authorized representatives. These defined terms shall apply throughout this legally binding Agreement.

Philosophy, Personal Responsibilities and Commitment

Please note that this document is legally binding and is part of our terms of service. We need Clients and Students to review these terms together.

At Ignite Your Flare each and every student is an important member of our studio. We believe performers should be taught in a safe, nurturing, and positive environment that focuses on attention to detail and proper technique.

PERFORMANCE ART IS NOT LEARNED OVERNIGHT. The average performer spends upwards of 15 years learning their craft before being considered proficient and decades more for mastery. Professional dancers continue their training on and off stage throughout their careers. We believe in creating a solid foundation, celebrating success (no matter how small), and supporting our students in their times of hardship. The art of performance takes hard work, dedication, and tenacity. We will laugh and cry, but we will do it as a team.

Training as a performer is a major commitment. We require a minimum of a semester commitment from all students enrolling with us for our Fall and/or Spring semesters. We believe that this time period is sufficient to establish whether you are interested in pursuing performance art seriously. When you enroll you are reserving a space in our class that cannot be filled by anyone else.

For Students

- Be punctual, dressed and ready to go 5 minutes before class begins, waiting quietly.
- Follow directions.
- Respect yourself, teachers, parents, and peers.
- Work hard in every class.
- Stay Humble, Show Gratitude, & Always be THANKFUL.
- Prepare your own dance bag (daily)
- Learn to do your own hair correctly, check that you have supplies with you every time. (7+yrs)
- Practice your own makeup (7+yrs)
- Update your parents & teachers: shoes not fitting, new tights, events...
- Eat, sleep, practice healthy lifestyle habits. Listen to your body. Well-being comes first.
- PRACTICE (until your confident enough to perform with precision)
- Do your homework.
- Practice Good Hygiene: Shower after every class/event day. Wear deodorant, re-apply as needed. Help make sure your dance clothes are clean & tidy
- Unsportsmanlike conduct, and/or gossip will not be tolerated.
- Communicate. Keep your teachers up-to-date, ask for help.
- Show up for yourself and your team. Attend every class in person (or when necessary, online). Always let us know when and why you need to miss before you miss. If you do miss make sure you practice before the next class by reviewing any available videos.
- Follow through with your commitment to yourself, teachers, and fellow students.

Attendance & Illnesses

Consistent attendance is extremely important for your student's success and the success of the class.

If your student needs to miss class for any reason, we ask that you inform the front office via your BAND chat BEFORE the missed class.

If your student is missing class due to contagious illness, please inform the front desk immediately. If your student had a fever and was present in class within 24hrs of the fever's onset.

Keep your student home if they have/had within 24hrs:

- Fever greater than 99 degrees
- Diarrhea
- Vomiting
- A wet cough
- Rash (of unknown origin)
- Head Lice
- Pink Eye
- Or any other major symptom of contagious illness.

Students may return to class in person once they have been symptom free for 24 hours or with a doctor's note detailing the condition and clearance to return.

If a student is falling behind, due to a pattern of absences they may be required to book, pay for, and attend private lessons to be able to participate in recital, out of fairness to their classmates. Classes are most often made available for review via recordings available in each respective class Band. Students who miss classes are responsible for reviewing the missed materials before the next class meeting and keeping up with the rest of the class. In the event that a class recording is not available, it is the student's responsibility to speak with the teacher about the missed materials BEFORE the next class meeting. Private solo lessons are available ONLY if a teacher or director offers to provide them.

Class Etiquette

Be on Time. Warm-up time is crucial to avoid injury! Students must arrive prepared and on time for all classes. If a student is more than 10 minutes late or unprepared for a class they will be permitted to sit and watch only. Repeat offenders may be asked to leave until such time as they are ready to attend class respectfully and are prepared.

No food or drink in the dance room, except water, or approved snacks during break. Please take your trash home with you and clean out your dance bag regularly. Our back room has a

vending machine available with approved snacks for break times, please send your students with change to class if they would like to utilize the vending machine.

Cell phones are not to be used in class and should be turned off or on mute. NO PHOTOGRAPHY OR VIDEOS (this is a liability issue). Unless you request specific permission from your teacher and those being photographed to do so.

Keep hands off the mirrors. No hanging on the barres. Leave corrections to the teacher to handle, unless otherwise invited.

Watch Policy

Students ONLY in the classroom space. We do not have a waiting/watch room. We believe that independence is a major key to success in life and as a performer and that having a class environment free from distractions is essential to the learning process. This policy will be strictly enforced.

We offer a live-streaming option for clients to be able to view online during class. If you choose to pop-in to view online, we must have you turn off both your video & audio for the duration of your viewing so as to not disrupt the recording. Links to classes are made available via individual class Bands.

Please do not interrupt class unless there is an emergency. If your student needs to be excused early for any reason please inform the teacher BEFORE class begins. At the time you need to leave, stand at the door and the teacher will excuse your student.

Students dropped off early/left after hours/past their classes ending time (greater than 5 minutes) will be subject to a \$1 per minute babysitting fee. If a student is left after hours for more than 15 minutes the authorities may be called if a guardian is unreachable.

Code of Conduct

Students and Clients will conduct themselves in an appropriate manner while at Ignite Your Flare and at all performances and events in which Ignite Your Flare is being represented. Proper respect for instructors, space, and peers is expected of all students, Clients/guardians, and guests.

Bring a good attitude to class. Attitudes that are disrespectful, uncooperative, or aggressive do not have a place at Ignite Your Flare. We believe in the growth mindset, you can do anything with creativity, time, patience, and perseverance.

Any Client/guardian or student who disrupts class or approaches a teacher, another student, or client with the intent to cause dissent or contravene the policies and procedures of Ignite Your Flare will be dismissed immediately and legal action may follow. The card on file will be charged for any remaining balance and semester commitments.

Ignite Your Flare values the well-being and respect of its staff. Should the Client display behavior deemed rude, abusive, or uncooperative toward any member of Ignite Your Flare's staff or other Clients, Ignite Your Flare reserves the right, at its sole discretion, to terminate this agreement immediately. In the event of such termination, the Client shall not be entitled to any refund of fees or any other charges paid under this agreement, nor shall the Client be entitled to any benefits, guarantees, or warranties that may have been provided or promised under this agreement.

Social Media

The use of social media outlets are commonplace. This policy is intended to provide Clients and students with guidelines for the use of social media regarding Ignite Your Flare.

Please use common sense and discretion when posting on these sites. Never post anything that could compromise the self-esteem/safety of students who attend Ignite Your Flare. Never post any negative comments about Ignite Your Flare, our teachers, our performances, or any events attended. Any inappropriate or slanderous remarks about Ignite Your Flare on any social media site will be cause for immediate dismissal from the studio. Legal action may follow. If you have a problem let us know via email/BAND and we will do our best to help correct the issue. Always discuss any issues you may have with a staff member immediately, either in person at an appropriate time, via BAND private message, or via email to office@igniteyourflare.com. Often, frustration arises with the failure to communicate effectively, we are always willing to clarify our policies and reasoning. Remember that belligerent language will not help any situation and will not be tolerated. TALK TO US.

No videos or pictures are to be taken or shared while at Ignite Your Flare or Ignite Your Flare events without specific case-by-case consent from the Ignite Your Flare director.

Do not contact the Ignite Your Flare staff or teachers through their personal social media pages. Please utilize your BAND chat for all communications as the proper way to get a hold of any staff or get your questions answered.

If it is brought to our attention that there has been an improper use of social media, you will be asked to remove the content if deemed egregious, and if not done so or if this continues to be a

problem it may result in dismissal of the student with full payment due upon dismissal and/or legal action.

Dress Code, Uniforms, & Supplies

ALL DANCEWEAR/PERFORMANCE ITEMS MUST BE ORDERED FROM Ignite Your Flare! If your student forgets or is missing an item necessary to take class on more than one occasion, and it is in stock, a staff member will give the student the item and your account will be charged accordingly.

Students must wear appropriate attire or they will not be allowed to participate. Hair must be pulled into a tidy and solid bun that will last the entire length of instruction. (Please, no hair donuts or accessories) If your student's hair needs to be fixed during instruction a bun kit will be provided and charged to your account.

All clothing should be cleaned between each class day and free of major holes. Having more than one uniform is HIGHLY suggested for students attending multiple days per week or from split households. All items should be labeled with the student's name on the tag/inside of the article. All students must wear deodorant. DANCE SHOES ARE TO BE WORN IN THE STUDIO ONLY! Shoes must be changed upon entering the building and before exiting. Dance shoes are NEVER to be worn outside. Hip Hop may utilize our Flare basketball shorts and tank top or other Ignite Your Flare warm-up items, such as an Ignite Your Flare T-Shirt. These items may be able to be utilized in other classes, but can be requested to be removed at teacher's discretion. Acro specifically would be required to have a leotard underneath items for safety of students during acrobatic maneuvers.

Ignite Your Flare logo wear is the intellectual property of our studio. As such we will not allow "home" created Ignite Your Flare logos, lettering, or the like. Do not purchase iron on logos or create your own to represent the studio in any way without explicit approval from the director. Sales of unsanctioned apparel of this kind are strictly prohibited and legal action may follow. We rely on the sales of Ignite Your Flare logo wear as income to keep our doors open. We appreciate your cooperation and support for our local small business.

There are many reasons behind our strict dress code policy:

- Safety
- When we look like a team, we act as a team.
- Uniformity helps us teach more efficiently and effectively.
- This isn't a fashion show or contest, no bullying around wearing major brands, etc.

- Helps to lessen costs for performances when we know who has the “basic” items when we need them.
- Ambassadors wearing our logo should be responsible for their actions when representing our studio.
- Our uniforms are designed for all shapes and sizes.

All students MUST have: (labeled with the student's name inside)

- Ignite Your Flare Leotard & Ignite Your Flare Shorts
- Ignite Your Flare approved tan stirrup tights. PLEASE NOTE: Tights are underwear, do not wear additional underwear with tights.
- Ignite Your Flare approved appropriate dance shoes for each class style.
- Ignite Your Flare logo-wear ONLY may be used for warm-ups.
- Acro Requires Additional Items: Yoga Mat, Theraband, Yoga Blocks, Theraloop, Theraband
- Dance Tech Additional Items: Yoga Mat, Yoga Blocks, Theraloop, Theraband, Tennis Ball

Dancewear Ordering

Orders can usually be filled within two weeks, we will not place standard orders until we have a full order. Rush orders (anything less than 2 weeks notice) are subject to rush shipping fees. Orders must be paid in full before we place your order. We do not offer refunds so please triple check that your order is correct before submitting it to us & picking up your items. If your student takes home any store item then the corresponding account will be charged and processed as soon as possible by a staff member. Sales tax will be charged on all applicable items. Please note that in prime costume/recital seasons shipping often takes an additional 1-2 weeks. PLEASE make sure to let us know EARLY if your student is in need of replacement items (especially shoes) and try to think ahead for their needs, especially in preparation for recital at the end of each semester.

You have a 14 day grace period (or the time needed for the company to process the order) from the time of enrollment to be dressed appropriately. After this period you will not be allowed to take any class and will only be allowed to sit and watch until you have the correct items for dress code. If you forget your uniform you will not be able to participate, unless we have replacement items in stock, in which case they will be charged to your account. If replacement items are not available, you will be permitted only to sit and watch.

Contract Length & Commitment

Ignite Your Flare Contracts are offered in 5 month (per semester) and 10 month (per season) increments.

Semesters: Fall (August - 1st week of Dec) or Spring (January - Mid-May)

[Semesters are based on a 15+ meetings per class listing average]

Season: Fall & Spring [Seasons are based on a 30+ meetings per class listing average]

Summer: Select dates in June &/or July

Classes that for ANY REASON cannot be conducted in person will be made available online either via BAND live-stream, pre-recorded video, Google Meet (two-way video call) or the like and no financial credit or refunds will be made, fees for the semester will be due in full. If you do not have reliable internet for streaming/video chat functions you may provide us with two flash drives (minimum of 10GB each) to load class video content onto. If you wish for the device(s) to be mailed to you, your account will be charged any applicable shipping charges for doing so. If your student is not attending in a "live" format, you may submit a video of the requested class material as homework no later than one week after the class has been "taken" by your student so your teacher can give feedback. Videos should be submitted directly to the teacher of your class via the BAND chat function (or on your flash drive).

Ignite Your Flare will not be liable for any failure to perform obligations under this agreement during any period in which we cannot perform due to matters beyond our control which include but are not limited to: power outage, fire, flood, earthquake, any other natural disasters, war, or acts of God.

If a class day meets with 25% students or less than 4 students, class instruction time will be cut in half and be conducted as a "private/semi-private lesson" or in a pre-recorded format.

Recitals

We offer many different performance opportunities at Ignite Your Flare. Recitals and community performances are mandatory for all students enrolled in our seasonal program for all applicable classes.

Performing is an exceptionally important part of a performance education. Students learn a very different set of skills from regular classes in the weeks leading up to the performance and while performing. Students involved in recitals will participate in a Stage Craft & Performance

Preparation Class during Tech Week (the week before recital) which will often differ from standard class times and content.

Other opportunities include parades, and other local events. Our specialty teams are a great way to be involved in even more performance opportunities, ask the front desk or message us for more information & how to audition!

Stage Makeup

A requirement for all performance and photo events. This consists of heavy “normal” makeup. Eyeliner, maroon/red lipstick, blush, mascara, darkened eyebrows (for those with light brows), brown eye shadow are all required for ALL performers. (This is to create not only a polished look, but to also ensure that students do not look sickly / washed out / or ghostly.) Some performers may be required additional character makeup that will be set along with costumes. Makeup and hair supplies are unique to each student and should compliment their complexion and be used solely by them for hygiene reasons. Hair supplies must match the current color of the student’s hair.

Costumes

A required part of the performance as well as personal items such as undergarments (tights and nude leotards), required shoes, hair, and makeup, which are not included in tuition, recital, or costume fees. Every performer must have and wear a skin-tone “nude” leotard for all performances. Shoes may differ from the shoes worn in standard classes. If a student is found to be missing any of the required items, they will be ordered and charged to your account immediately.

Costume fees are assessed per performing class style. It is our goal to create costumes that are reasonably economical while serving their intended purpose for each performer/show in a functional manner. Additional accessory, seamstress, and cleaning fees may apply as needed.

Costumes are the property of the studio until the conclusion of all performance commitments. All costumes must be returned to the studio after recital. In efforts to keep costs to a minimum, costumes/accessories may not be kept by the student and will be considered a rental. If this is the case, you will be notified and credited accordingly. Rental costume credits expire after the following semester the credits were accounted for. If your student is no longer enrolled in Ignite Your Flare for the following semester, rental costume credits will be absorbed into our scholarship fund. NO REFUNDS will be applied for rental costume credits.

The client understands that all rental costumes remain the property of Ignite Your Flare and must be returned in the same condition in which they were received, excluding normal wear from approved performance use.

The client accepts full financial responsibility for any damage to a rental costume occurring while it is in their possession. This includes, but is not limited to:

- Makeup stains
- Food or beverage stains
- Dirt, mud, or grass stains
- Deodorant, self-tanner, hairspray, or other cosmetic residue
- Rips, tears, snags, or holes
- Broken or missing zippers, hooks, closures, buttons, or embellishments
- Missing costume pieces or accessories
- Any other damage beyond normal wear and tear

If a costume is returned with damage requiring professional cleaning or repair, the renter's/student's account will be charged the full cost of the required cleaning and/or repair.

If the costume is determined by Ignite Your Flare to be damaged beyond reasonable repair, lost, or otherwise unusable for future performances, the renter's/student's account will be charged the full replacement value of the costume. Ensure that your costumes are properly checked out at the end of each show.

All repair and replacement determinations, including associated costs, shall be made at the sole discretion of Ignite Your Flare. Charges will be applied to the student's account and are due in accordance with the studio's payment policies.

Pick-up for non-rental costumes will be during the first week of the following semester (for Fall costumes- the first week of Spring classes, for Spring costumes- the first week of Summer classes). Costumes/Lost & Found items not picked up within the first week of classes following recital will be forfeited to the studio, no credits or refunds will be applied.

If you fail to complete your commitment to your studio and do not perform in recital or performance- you will not receive a refund or any costumes paid for they become the property of the studio. Furthermore, you may be placed on probation for participation in further events. (Probation: All fees, recital, and tuition, are due on the first day of classes- no payment options. Not eligible for "lead roles" for one semester.) Not showing up to performances affects everyone involved and creates complications for other students' performances and

choreography. Please pay close attention to recital dates and ensure you are available for these dates.

Recital Commitment & Tickets

If any recital holds less than 40 students it will be held at Ignite Your Flare or another small local institution and each student recital participant is only guaranteed 2 tickets in the pre-sale ticket time period. If the student fails to purchase their 2 tickets before the pre-sale deadline they are no longer guaranteed any tickets.

Tickets may only be purchased once the student's account is up to date. Tickets may only be picked up once the students' account is paid off for the remainder of the semester, including all late fees, incidentals, and etc. All attendees must have a ticket to watch the performance for EACH show; i.e. one for the morning and one for the evening show. Infants in arms are an exception.

Generally, we aim to run at least 2 shows within the same day/weekend. All dancers are required to perform in all show times. Students performing in the show (including Dance With Me Clients) do not require the purchase of a ticket. Dance With Me and Intro to Dance level students are considered lap sitters and will not be assigned their own seat. If you would like them to have their own seat, they can sit in the designated student area with our Client volunteers or you can purchase their own seat next to you.

No Videos or Photography are permitted in any recital. All content is the intellectual property of Ignite Your Flare and is professionally captured for purchase, unless otherwise stated.

STUDENTS MUST PARTICIPATE IN ALL SHOWTIMES FOR EVERY RECITAL COMMITMENT!

Fundraising

We encourage several different fundraising opportunities throughout the year to help lessen the financial burden that recitals can cause. Also, please get involved with our partnered non-profit SparkDance Tehama, on Facebook or Instagram! Start fundraising early!!! Get involved through our Fundraising / Client Connection BAND. <https://band.us/band/61971679>

Volunteers

We need volunteers to make all of our events possible, please let us know if you are available to assist in any event via BAND before each event and we will add you to the Client Connection

BAND.

Want to save money on recital fees and get volunteer perks? Check out our Recital Volunteer Info ! Let us know about any of your special skills.

Clients, Parents, Non-Staff are NOT allowed backstage for any event unless they are part of the staff pre-approved backstage crew.

Required Events

Ignite Your Flare has multiple required dates of attendance for our students. These dates are required to ensure that our recital runs as organized as possible. Dates are estimated & subject to changes with advanced notice. Exact schedules are released approximately 1 month prior, check your BAND calendar for the most accurate information.

Picture Days

Picture Days at the studio are so much more than just taking cute images of your student (although that is a big plus!). On Picture Days we are able to double check the fit of all student's costumes and note any last minute alterations that may need to occur. The pictures taken on Picture Days are used for our Recital Program and Backstage Slides. These tools are used by our volunteers to ensure each student makes it to stage on time during recital in the correct costume.

FALL DATES

9/26 and/or 9/27

SPRING DATES

3/13 and/or 3/14

Parades

Ignite Your Flare participates in two local parades each season. All students are invited to attend. Clients may not ride on the float with the students, however they may opt in to volunteering to hand out studio flyers or any other studio parade merchandise while walking alongside the float.

FALL DATE

11/28

SPRING DATE

4/17

Tech Week

Rehearsal week before Recital, with a specialized schedule differing from standard days and times of classes. Rehearsals may take place at the Studio and/or at the State Theatre

FALL DATES

11/29-12/4

SPRING DATES

5/9-5/14

All times and days that are applicable to my student/s, please see BAND for fully up to date schedules. Schedules & time slots are released closer to each event. DO NOT plan other activities these days, as they are long, tiring, and large scale events.

Recital Dates

Recitals take place at the State Theatre (or any other secured venue), marking the end of each Semester. There are two Recitals per season- a Fall/Winter and a Spring recital. Students will take the stage with their class in costume to help tell the story or theme of our recital through dance. Awards will take place after recital onstage, and the students will be released from the Green Room. There are, on average, TWO shows per recital- an AM show and a PM show. Students are required to attend both performances.

FALL DATE

12/5

SPRING DATE

5/15

Fees

By enrolling in any program at Ignite Your Flare, the Client, guardian, or adult student ("Responsible Party") accepts full financial responsibility for all charges incurred on the student's account, including but not limited to: Tuition (monthly or contracted, registration and enrollment fees, recital and performance fees, costume and accessory fees, competition, convention, workshop, and event fees, private lessons, camps and specialty programs, merchandise, apparel, and studio purchases, rental items (costumes/props), repair/replacement/cleaning/damage charges, late fees, returned payment fees, and interest (when applicable).

Enrollment reserves the student's place in class. Tuition is for reserved placement, instruction, and studio operations—not attendance. Tuition is owed regardless of absences due to illness,

vacation, school events, weather closures, or scheduling conflicts unless otherwise stated in the withdrawal policy.

Fees can be paid online through your Helcim invoices sent to your email on file by card- or in person directly to the front desk person during normal business hours by cash - in exact change - delivered inside an envelope with the student's first and last name and total amount written on the front, BEFORE the payment due date. Checks are NOT accepted. DO NOT Mail any payments. It is required to have a credit card on file for your invoices. It is your responsibility to check your invoices in your email and contact us with any discrepancies concerns or any incorrect charges before your card is charged on the first of the month.

If you place a credit card onto your account that does not match the name of the account holder and/or the card listed on this contract, you may be committing credit card fraud. Additional names of card holders must be added to this form and their signatures must be present to use them on your account. Please contact us for a form to either add an additional account holder or to add an additional card to use on your account.

All-Inclusive Payment Plans and Recurring Payment Authorization

Payments are charged on an all-inclusive recurring payment plan schedule, running through on the 1st of each month. Payments are split into either 5 months (per semester), 10 months (per season), or 13 months (competition teams only) depending on contract.

As a condition of enrollment, the Responsible Party agrees to maintain a valid electronic payment method (credit card, debit card, or approved payment form) on file. By enrolling, the Responsible Party authorizes Ignite Your Flare to: Store payment information securely on file, automatically charge all amounts due including those listed in the fees section of this handbook and any other authorized charges tied to the account.

Payment Processing Authorization Includes: Automatic billing on or after scheduled due dates, reattempting declined payments, charging updated or replacement payment methods on file, and collecting outstanding balances when funds become available.

The Responsible Party agrees to maintain current billing information and understands that failure to do so does not remove financial responsibility. This authorization remains active throughout enrollment and until all balances are paid in full.

All-Inclusive Payments Include:

Registration

- Tuition
- Recital Costume/s
- Recital Fee
- Recital Video Digital Download
- Recital T-Shirt
- Recital Program (1 per family)
- Class Group Photo Digital Download
- Parade Participation

All-Inclusive Payments Do NOT Include:

- Uniform Items
- Recital Tickets
- Snack Bar/Water
- Additional Photos
- Recital Merch
- Any Other Incidentals

Months with scheduled closures are factored into the total price and full payment is due each installment. Please review our annual schedule of closures before registering for classes.

We do not provide paper statements. Invoices are sent through your email on file and / or via your Band chat. If you or your student/family member/student damage any Ignite Your Flare property you will be held financially liable for any and all repair costs. These will be billed to your account and charged to the card on file.

Administrative Support & Excessive Assistance

We strive to provide thorough communication and make our Policies & Fees Handbook as comprehensive as possible. During your enrollment appointment, our staff will review the information necessary for a successful season and answer any questions you may have.

After enrollment, families are expected to review and reference the Policies & Fees Handbook, website, client portal, emails, and other official studio communications before contacting staff

with questions. We are always happy to clarify policies or explain how they apply to your individual situation.

If a family repeatedly requests staff assistance regarding information that has already been provided in writing and previously explained, Ignite Your Flare reserves the right to assess an Administrative Support Fee to compensate for excessive staff time devoted to repeated policy review.

Administrative Support Fees may be assessed as follows:

- First and second occurrences: Courtesy reminder and reference to the applicable policy.
- Third occurrence: \$15 Administrative Support Fee.
- Fourth occurrence: \$25 Administrative Support Fee.
- Fifth and each subsequent occurrence: \$40 Administrative Support Fee per occurrence.

Whenever possible, staff will reference the applicable handbook section, webpage, or communication to assist families in locating the requested information.

Questions requesting clarification, assistance with unique circumstances, account-specific concerns, scheduling assistance, or matters not clearly addressed in studio communications are always welcome and will never be subject to this fee.

Families who would like additional one-on-one assistance are encouraged to schedule an administrative appointment. We are committed to helping every family succeed while ensuring our staff's time remains available to provide exceptional service and instruction to all students.

Late Fees, Chargebacks, Failed Payments and Collections

Past-due accounts may be charged 5% of outstanding balance OR \$25.00 (whichever is greater) per billing cycle. Late fees reflect administrative and processing costs and are not considered a penalty.

Returned or failed payments (insufficient funds, expired cards, chargebacks, declined transactions) may incur a \$25 Returned Payment Fee per occurrence, any applicable late fees, and immediate retry of stored payment method.

Balances more than 30 days past due may accrue interest at 1.0% per month (12% annual), or the maximum allowed under California law (whichever is lower). Interest applies only to unpaid principal and continues until paid in full.

The Client agrees to contact the studio before initiating any chargeback. If a chargeback is filed for a valid charge, the Client remains responsible for the original balance, bank/processor fees, administrative costs, late fees and related charges.

Payments are applied in the following order unless prohibited by law: Fees and costs → Accrued interest → Principal balance.

If an invoice is left unpaid for more than 15 days, or a Client represents a breach of contract and intent to dodge payment it may be sent to collections immediately. Should collection become necessary for any charges on your account, you (the account holder) hereby expressly agree to pay all costs of collection including an additional collection of 35% whether or not the account is turned to an outside collection agency. You further agree to pay all court costs and attorney's fees should legal action become necessary.

Past-Due Account Consequences

At the studio's discretion, past-due accounts may result in suspension from classes or performances,

loss of eligibility for recital/team/competition participation, denial of costumes or event access, suspension of private lessons/camps, restricted access to studio communications or resources,

enrollment holds until the account is current. Financial responsibility remains regardless of participation status.

Un-Enrollment and Withdrawal From The Program

If a student decides to discontinue lessons mid-semester FULL PAYMENT of the semester's tuition will be charged to the default credit card on file on the agreed upon schedule. Full Payment of the fees outlined in the Policies and Fees Handbook and Enrollment Contract are due whether the student attends classes / events or not. Lessons are non-transferable, non-refundable, and expire at the end of the semester.

Once the semester ends, all enrollment must be renewed for the following semester in order to continue. Space is limited, first come first serve. This is not a month-to-month subscription, this is a contracted price broken into installments and the full balance is the account holder's responsibility to pay as agreed in this contract. The account holder's credit card and signed payment contract must be on file.

Estimated Calendar of Events, Holidays, and Closures

Please refer to our Estimated Calendar for the Season Here. All dates are subject to change. For the most accurate information, please refer to the calendars on your BAND app.

Class Audits

Class audits are for those who would like to try a class before they commit to a semester/season before the cut-off date (ask the front desk). We allow a maximum of 1 drop-in rate class in the same class before requiring enrollment, uniform, and registration/insurance fees be paid. Rates are:

Rate	Class length
\$15	30 minutes
\$19	45 minutes
\$22	1 hour
\$25	1.25 hours
\$27	1.5 hours
\$29	1.75 hours
\$32	2 hours

Communication Application Band.us/@Ignite Your Flare / Flare

Staff Chat Hours: M-Th 4pm-8:30pm

Closed Weekends, & Holidays

Note: responses during chat hours may take up to 24hrs for response.

Sign up for BAND:

1. Using your smartphone, tablet, or computer go online to band.us to create a profile.
2. (Your profile name needs to be in the following format: Your Name (Student's First & Last Name))
3. After creating a profile use your browser to go to <https://band.us/@flare> and request to join Ignite Your Flare's BAND community.
4. Wait for approval from one of our staff members and you're in! (Our staff will send you invitations to all of your student's separate class bands, as well as set up your office chat, so hold tight and watch for notifications!)[If you have been a member for more than a week and have not received your invitation to these bands/chats, please stop into the Office for assistance.]
5. Set notifications so you never miss a thing!

If you fail to become a part of our Ignite Your Flare BAND and applicable class bands we will not be held responsible for any missed information that was posted and you did not receive otherwise. PARTICIPATION IS REQUIRED AND COMPLETELY NECESSARY FOR ALL STUDENTS/Clients.

Students age 7+ are required to check in on BAND regularly, before each class day. Clients with students below age 7 should assist their students with keeping up to date with important band information. Students 13+ should manage their own Band accounts separate from & in addition to their Clients. Clients should always check their student's communications on all platforms for appropriateness and address any concerns immediately with students and staff.

For items posted in Band we ask that you check in regularly, at least 1 hour before each class, for any updates that pertain to your student. If you need someone to help you navigate our BAND app please schedule a time to meet with the front desk.

Policy Updates

Ignite Your Flare reserves the right to update policies, fees, and procedures at any time. Updates become effective upon website posting OR written notice to families. Continued enrollment constitutes acceptance of updated policies.

Medical Release

I hereby authorize Ignite Your Flare, its owners, officers, directors, affiliates, agents, employees and independent contractors, (the "Studio") to authorize and consent to the administration of

any emergency medical treatment on behalf of the Student(s) associated with this account (the "Student"), which the Studio in good faith believes to be necessary or, after consulting with a licensed physician or paramedic, emergency care including, but not limited to: x-ray examinations and medical or surgical diagnosis or treatment and hospital care to be rendered to the Student/Minor under the general or special supervision and upon the advice of any licensed physician, surgeon, dentist or paramedic. This authorization is provided in advance of any specific diagnosis, treatment or hospital care being required.

The Studio will attempt to contact the undersigned prior to consent to emergency medical care for the Student/Minor, but emergency medical care will not be withheld if the undersigned cannot be reached.

I expressly represent that the Student/Minor is in a condition of good health and soundness of body that warrants their undertaking all aspects of the Studio's programs. Any and all risks assumed by Minor in all aspects of the Studio's programs are hereby assumed and undertaken by the undersigned and the Student/Minor.

The Studio shall not be liable for any claims, demands, injuries or causes of action whatsoever to person or property connected with the use of any of the services or facilities of the Studio or while at or adjacent to the parking area and premises known as Ignite Your Flare. I hereby represent that I am the Student's/Minor's authorized, Client or guardian.

Agreement Acknowledgment

My student and I (Client/Guardian) have read, understand, and agree to all items in this Policies & Fees contract. We will do our part in ensuring that we follow these guidelines and contact Ignite Your Flare with any questions, comments, or concerns that we may have via BAND message or email. I, the undersigned per my Enrollment Contract (or by clicking to agree to these terms online), understand that this is a legally binding document and agree to all terms.

I, the legal guardian of student minor(s) listed in the enrollment contract agree:

- To all studio financial policies, liabilities, payment terms and financial responsibilities.
- To make payments on my total contracted rate for services on the agreed upon schedule with the agreed up on payment card listed in this contract.
- To keep a valid credit card, with enough funding available to remit payments, on file at all times during the span of my student's enrollment.
- That months with scheduled closures are factored into the total price and that if my student misses class for any reason, that full payment is still due in full for each payment.

- That if I withdraw my student before the end of the term of this contract payment for the remainder of the contract rate is due and payable upon the payment schedule dictated in this contract.
- That I have reviewed the annual schedule of closures before registering for classes.
- That if any waiver or breach of the agreement by either party goes without action, it does not waive the right to act on any future waiver or breach. Delays or failures to enforce a right doesn't constitute giving up that right, and partially using a right does not stop from future use. Rights and remedies in this agreement are in addition to any legal right or remedy.
- That my full account balance will be automatically charged on the 1st day of each month to the card on file. If my card declines, has non-sufficient funds (NSF), or payment bounces back I agree to pay the applicable late fees per occurrence.
- To use the Band communications platform regularly and as the primary means of communication between the studio and myself. I understand it is my personal responsibility to read and interact with content posted to this platform to stay current on important studio information & changes.
- That my enrollment is only valid for the contracted time on file, and that my students spot will not be held in any previously enrolled classes or at the studio until another contract is finalized and on file.
- To purchase all Ignite Your Flare sanctioned uniform items from the studio directly. I further agree that these items will be added to my account & payment may be processed without further notice, as my student(s) need them, invoiced separately from all-inclusive payments, totaling no more than \$350 per invoice.
- To allow my student to charge snacks to my account within reason, at no more than \$3 per day if my student is present for over 1.5 hours of classes/studio time and is hungry (unless greater amounts are approved via Band app chat on a case by case basis). I understand that if my student comes to class without water, hair ties, bobby pins, or any other necessary items to participate in class safely, I will be invoiced for these items and my card will be charged accordingly without additional notice.
- That no refunds will be issued, that accounts are non-transferrable, and there are no returns. I understand that exchanges of merchandise must be made within 7 days from pick-up and are for new items returned unused in the original packaging for the same item and style in a different size, custom/special order items, shoes, and tights may not be exchanged.
- That Ignite Your Flare takes pictures and videos of the Student/Minor and has full permission to use those pictures in marketing and public relations of the Studio and its related activities without further communication or notification.

- That I am legally and financially liable for any and all repair costs for any property damages myself or my student/family member/student/guests may cause while at Ignite Your Flare.
- That there are inherent risks of participating in group activities and assume all responsibility for any disease, illness, or injury that may result in hospitalization and/or death and agree to hold harmless Ignite Your Flare and all its affiliates, officers, owners, and staff. This includes the contracting of COVID-19 while on the premises or attending any affiliated event held by Ignite Your Flare.
- I will always read through my policies & BAND first, then ask a staff member for help.
- That I have the right to receive counsel for this binding contract, and am signing with the understanding that I am accepting all negotiation, execution, and delivery of this agreement.
- That if any of this provision is determined to be unenforceable, the remaining provisions will remain in full force and effect; Severability Clause.