



2025-2026 Studio Policies

Studio Care & Common Areas:

- **Snacks & Meals:** If your student brings snacks or meals, please ensure they fully clean up after themselves. All wrappers, uneaten food, and garbage must be disposed of properly in the provided trash cans before exiting the studio. We encourage students to treat our studio space with the same respect they show their own homes.
- **Dance Bag Storage:** All dance bags must be stored in the lobby cubbies. If the cubbies are full, please use the designated cubby space within your dancer's studio for class. To keep our communal lobby area clear and welcoming for everyone, please do not place dance bags on lobby chairs or couches.
- **Lobby Cleanliness:** The lobby is a shared space for all families. We ask that everyone clean up after themselves immediately. This includes disposing of all food items, cups, water bottles, and any other litter (like crayons or paper). Let's work together to keep it tidy between classes.
- **Lost & Found:** To help us return items quickly, please label all water bottles, shoes, and personal belongings clearly with your student's name. Any unlabeled items or water bottles left at the studio will be held for one week and then donated or discarded.
- **Studio Room Rules (No Food/Gum):** For the safety and cleanliness of our dance floors, no food or gum is permitted in the dance studio rooms. Only water bottles are allowed in the studio space.
- **Trash Disposal:** Please use the designated garbage cans in the lobby for all food items and general trash. Do not use the restroom trash cans for these items.
- **Diaper Disposal:** For hygiene and cleanliness, dirty diapers must be disposed of in the dumpster located in the parking lot, not within the studio building.
- **Respectful Environment:** Our studio is a place for positive energy and encouragement. We ask all parents, guardians, and students to refrain from gossiping, bad-mouthing, or shouting in the lobby and common areas. With many families, young children, and little ones present, let's keep interactions respectful and uphold a welcoming atmosphere for everyone. Anyone heard engaging in such behavior in the common areas will be asked to leave the premises immediately.

Dress Code & Preparedness:

- Students are required to adhere to the class attire outlined for their class. The dress code is required for every class they attend.
- **Hair:** All students must have their hair secured tightly and pulled back completely from their face for every class. This means hair should be in a ponytail, braid, or bun that will not require restyling during class time. For a clean, professional look, please use gel, hairspray, and bobby pins to keep all wisps secure.
 - **Ballet Class:** For all ballet/pointe classes, a slicked-back bun is mandatory with no exceptions.



- **Required Attire & Footwear:** Students are required to attend class in the specific dress code outlined in your welcome email. Uniformity is very important at our studio.
- **Dance Shoe Care:** All dance shoes, including hip-hop sneakers, are strictly for indoor studio use only and must not be worn outside on the street. This preserves the quality of the shoes and, more importantly, keeps our studio floors clean and safe for dancing.
- **Studio Essentials:** Students should always arrive with a dance bag and a clearly labeled water bottle.
- **Student Responsibility:** It is the student's responsibility (with parental support for younger students) to arrive at every class and performance fully prepared with all required attire, correct shoes, and any necessary accessories as outlined in the welcome email and specific class/performance communications. Students who are not properly dressed may be asked to observe class.

Classroom Etiquette, Behavior, Honesty & Conduct:

- **Bathroom Breaks:**
 - For Students Ages 7+: Students in classes aged 7 and above are not permitted to leave the classroom during their 1-hour class. We strongly encourage them to use the restroom before class begins.
 - For Students Ages 3-6: Parents are encouraged to have their young student use the restroom before class. Students in this age group may quietly leave the room for an emergency bathroom break only, limited to one time per class to minimize disruption.
 - Classes are designed to be short (45-60 minutes maximum), and students are expected to manage their needs accordingly.
- **Focus & Respect:**
 - **No Talking During Instruction:** Students must refrain from speaking while the teacher is demonstrating or giving instructions. Active listening is crucial for learning and safety.
 - **Inclusivity:** Our studio is a welcoming space for everyone. Students are never permitted to exclude other students, especially new ones. We expect all students, parents, and guests to contribute to a friendly, warm, welcoming, respectful, kind, and helpful atmosphere at the studio. We strongly encourage students to build positive friendships and emphasize teamwork and fairness in all interactions.
 - **No Distracting Behavior:** There is no distracting behavior or unfocused play allowed in class. This ensures the safety of all students and maintains a focused learning environment.
 - **Respect for Teachers:** Talking back or arguing with a teacher is unacceptable behavior and will result in immediate dismissal from the classroom.
- **Injuries & Observation:** If a student is injured or feels unwell, they are required to remain in the classroom to observe and take notes. These notes should be submitted to their teacher at the end of class. This ensures their safety and continued learning.
- **Water Bottles:** Students are encouraged to bring a clearly labeled water bottle into the classroom.



- ***Classroom Observation & Entry:*** Parents and guests are not permitted to enter the dance studios or open studio doors while class is in session. This ensures the safety and focus of our students and respects the instructor's teaching environment. Please trust our instructors to manage their classes effectively; kindly refrain from interrupting or "popping in" without an explicit invitation from a staff member.
- ***Mutual Respect in Communication:*** Our staff is committed to communicating with all students, parents, and guests respectfully through all channels (email, text, verbal conversation, etc.). We expect the same level of respectful communication and language in return. Disrespectful or ill-mannered messages will not be entertained.
- ***Class Observation Etiquette:*** Any student or guest observing a class, whether due to injury or interest, is expected to remain courteous and quiet out of respect for the dancers, instructors, and assistants.
- ***Zero Tolerance for Offensive Language:*** Absolutely no profanity, foul language, disrespectful tone or language, derogatory comments, or accusatory statements will be tolerated within the studio. Any student, guest, or family member using such language will be asked to leave the premises immediately.

Attendance, Illness & Makeup-Class Policy:

We understand that absences happen, and our policy aims to provide flexibility while maintaining our commitment to organized learning.

- ***Makeup Class Policy:***
 - Makeup classes are available for any missed group class, provided they are arranged by prior appointment.
 - You are eligible for a makeup class every time your student is absent from a scheduled group class, and these makeups don't expire.
 - Your student is eligible to attend any makeup class that aligns with their age and skill level.
 - If you know your student will be absent, please contact us in advance at info@encorecenterperformingarts.com to schedule a makeup appointment. While makeups are available, they're not required.
- ***Administration Days:***
 - We've set up the schedule to ensure every class gets exactly 32 sessions for the season. You'll notice some dates are marked "**Administration Day**"; these are days we've designated to make sure all students receive an equal number of classes.
- ***Performance Attendance:***
 - Dress Rehearsal attendance is mandatory for all students participating in a performance. This ensures the safety and success of the entire production.
- ***No Refunds or Prorating for Absences:***
 - We don't offer refunds if you are absent from a class.
 - Once a student is enrolled, we won't prorate tuition for absences.
 - Prorating is only available if your student joins a class late in the season.



- ***Studio Closures & Cancellations:***
 - Please consult our studio calendar for all scheduled vacation and holiday closings.
 - Classes missed due to inclement weather may be made up in an existing class on the schedule or during a separate makeup class scheduled by ECPA.
 - If our staff cancels a class, a separate makeup class will be scheduled for affected students.
 - We reserve the right to cancel a class or substitute an instructor as needed to ensure continuity and quality of instruction.
- ***Punctual Arrival:*** Classes will start promptly at their designated time. Students should arrive 5-10 minutes before their class begins. This allows them sufficient time to change, stretch, and be ready for their lesson. Please help us maintain an organized lobby by refraining from arriving earlier than 10 minutes before class.
- ***Student Supervision:*** Students may not be left unattended at the studio unless they are actively participating in a scheduled class. Similarly, siblings not enrolled in an in-session class must remain under direct guardian supervision at all times and may not be left unattended.
- ***Prompt Pick-Up:*** Students attending the last class of the night must be picked up promptly at the end of class.
- ***Returning After Illness:*** For the health and safety of all students, students returning to class after an illness must be fever-free and vomit-free for a minimum of 24 hours without the use of fever-reducing or anti-nausea medication.
- ***Injury & Observation:*** If a student is unable to participate due to injury, they are still required to attend class, observe, and take notes. This ensures they remain informed and can keep up with the lesson and technique, preventing them from falling behind.
- ***Late Arrival Policy:*** The first 15 minutes of every class are crucial for dancer safety, as this time is dedicated to proper warm-up to prevent injury. Students who arrive more than 15 minutes late for class will be marked absent and asked to utilize our makeup class policy. They will observe for the remainder of class.
- ***Child Escort Policy:*** For the safety of our younger students, children ages 18 months through 9 years old must be escorted inside the building before class and picked up inside the building after class. These children will not be permitted to walk outside without a parent or guardian.

Communication & Reporting Questions/ Concerns:

- Please direct all accounts, billing, questions, and concerns to info@encorecenterperformingarts.com. Our front desk staff is fully equipped to assist you or route your inquiry to management.
- Please do not direct administrative questions to instructors before, during, or after classes. Our instructors' priority is educating students, and our front desk team handles administrative inquiries.



- To ensure proper handling and a timely resolution, concerns brought to the front desk will be redirected to our Parent Concern Google Form.
- **Concern Resolution Process:** Once you submit a Parent Concern Google Form, management will assess your situation. We aim to collaborate on a resolution within **one week**. This structured approach allows us to triage concerns effectively and ensure solutions align with Encore's policies, guidelines, performance expectations, and the best interests of all studio members. Our policies are in place to protect everyone involved.
- **Scheduled Meetings:** Should an online meeting with your student's instructor be scheduled, all parties are expected to respect the agreed-upon time and agenda. Please refrain from sending additional information or seeking pre-meeting recognition via email. Meetings are scheduled outside of studio hours, and you'll be notified if this option is available to you.
- **Contacting Teachers:** For prompt communication with our studio please use the studio phone (914-730-1122) or studio email (info@encorecenterperformingarts.com). You may also schedule a meeting through the studio.
 - We kindly ask that you avoid contacting teachers on their personal devices. This supports their work-life balance and ensures their full, focused attention is given to your child during class time. For urgent concerns, always contact the studio directly.
- Encore is located at 1 Byram Brook Place, Suite 103 & 104 Armonk NY, 10504. Parking is located at the back entrance of the building. Encore's entrance is the back entrance of the building.

Confidentiality & Respectful Dialogue:

- **Protecting Your Information:** We will never discuss your student's journey, personal information, or details of your client relationship with anyone other than the account holder and the student themselves. Your privacy is paramount, and we pride ourselves on maintaining strict customer confidentiality.
- **Respecting Others' Experiences:** We ask that you refrain from discussing concerns or conflicts with other parents or families in the lobby, during class breaks, or outside the studio. Imposing your opinions on others can create discomfort and breaches both customer confidentiality and our studio policies. We value the diverse experiences of our families and encourage direct communication with staff for any concerns

Tuition, Payments & Enrollment:

At Encore Center for Performing Arts, our tuition structure and payment policies are designed for clarity and fairness. Your understanding ensures a smooth experience for everyone.



- ***Tuition Structure:***
 - Annual tuition is based on the entire season and is broken into 10 equal monthly payments, due on the 1st of each month from September through June.
 - Your tuition guarantees your student a specific number of classes for the season, not a per-month rate. Therefore, tuition will not be prorated for months containing holidays or studio closures listed on our calendar.
 - For families joining after the season begins, tuition will be prorated based on the remaining contract length. We do not prorate tuition for individual class absences.
- ***Payment Requirements & Processing:***
 - A credit card on file is required for all payment plans. Tuition will be automatically processed using this card on the 1st of each month.
 - Upon registration, a \$75 deposit per student will be charged to hold your dancer's spot. This deposit is applied directly toward your September tuition and is not an additional fee, regardless of the number of classes registered.
 - Any changes to payment information must be updated through your parent portal or at the office by the 25th of the month prior to the next charge.
- ***Late Payments:***
 - Tuition payments not received by the 5th of the month will incur a \$25 late fee.
 - An additional \$5 daily late fee will be applied if payment is not received by the 10th of the month, continuing until the balance is paid in full.
- ***Refunds & Credits:***
 - Encore Center for Performing Arts does **not** offer refunds under **any** circumstances, except in cases of documented family emergency or prolonged illness.
 - If you withdraw from a program (such as regular class, camp, summer intensive, or masterclass) or do not complete a pre-paid private lesson package, the remaining balance or value of unused lessons will be issued as a credit to your studio account, **not a refund**. This credit can be applied towards any future program or service offered at the studio.
- ***Program Withdrawal Policy:***
 - Should your student need to withdraw from our program, a 30-day advance written notice is required.
 - If notice is provided less than 30 days before the next monthly tuition charge, you will still be charged for that upcoming month. Tuition for unused classes will **not be refunded**.
- ***Class Changes & Transfers:*** Students may easily switch into any other class on our schedule, provided there is space available in the desired class and the student meets the required age and skill level. Tuition fee difference may apply. Please contact the front desk to arrange any class transfers.



Discounts:

- **Sibling Discount:** A **10% discount** will be applied to the tuition of the second, third, and fourth sibling enrolled.
- **Referral Credit:** Receive a **\$25 credit** on your account when a new student enrolls and lists your family as their referral.
- **Full Season Payment Discount:** A **10% discount** is available for families who pay their entire season's tuition **in full by September 1st**. This discount only applies to full upfront payments received by this date.

Musical Theatre Program Participation Policy:

- **Commitment to Production:** Musical Theatre students are expected to commit to the show once they register and audition. We strongly discourage dropping the program due to dissatisfaction with a role, as all parts contribute equally to the theatrical experience.
 - If your child withdraws from the program after casting, you will be charged for the remainder of the semester's tuition. You will **not be refunded** for payment already made. This specific policy for post-casting withdrawal does not apply to drops due to documented emergencies or illnesses.
- **Tuition for Musical Theatre:**
 - Musical Theatre tuition is generally charged per session and due at the start of the season. Monthly tuition payment is available upon request

Dance Recital Participation Policy:

Our annual dance recital is an exciting culmination of our dancers' hard work and provides a wonderful performance opportunity. Here are our policies regarding recital participation:

- **Automatic Enrollment:** All dance students aged 3 and above are automatically enrolled to participate in our end-of-year dance recital, unless their class is specifically labeled as a "non-recital" class on the schedule.
- **Costumes & Fees:** Recital costumes, tights, and accessories are included in your dancer's tuition.
- **Opting Out of Recital:** If your dancer chooses not to participate in the recital, you must notify us in writing by March 1st. Please note that costume fees are non-refundable and non-creditable, even if a dancer opts out.

Private Dance, Music & Acting Lesson Policies:

Our private lessons in music (voice, piano, guitar), acting, and dance offer personalized instruction. To ensure the best experience for both students and instructors, please review the following policies:

- **Payment & Refunds:**
 - Private lesson fees are **non-refundable**.



- If you purchase a single private lesson and don't use it, the fee will be credited to your studio account for future use. This credit does **not** apply if you cancel less than 24 hours in advance.
- For private lesson packages, remaining unused lessons will be credited to your account if you withdraw from the program & not refunded.
- ***Cancellation Policy:***
 - Cancellations made **less than 24 hours in advance** will result in the lesson being charged or deducted from your private lesson package, except in cases of documented emergency.
 - This policy is in place due to the individualized preparation our instructors undertake for one-on-one sessions.
 - If you cancel with **24 hours or more notice**, the lesson will not be charged or deducted, allowing you to reschedule.
 - Encore instructors reserve the right to reschedule or cancel a lesson as needed. If an instructor cancels, your lesson will **not** be deducted or charged from your package.
- ***Punctuality:***
 - Lessons will begin and end at the scheduled time. If a student arrives late, the lesson will still conclude at its original end time, meaning you will only receive the remaining time in your session.
 - If an instructor is running late, you will receive your **full lesson time**, which may result in running over by a few minutes.
- ***Lesson Conduct & Observation:***
 - Students are expected to be focused and respectful during their one-on-one lesson, as it's specifically designed for their individual needs.
 - To maintain focus and privacy, parents or guests are kindly asked not to enter the lesson room while a private lesson is in session, unless a prior conversation with the instructor has been had. Instructors will allocate time at the end of each lesson to provide feedback on the student's progress.
 - No gum or food is permitted in the music studio. Only water bottles are allowed.

Virtual Learning & Inclement Weather:

- ***Transition to Virtual Classes (Government Regulations):*** Should Encore be required to transition to temporary virtual classes due to government restrictions preventing in-person gatherings, **full tuition fees will still apply**. We won't issue refunds if you opt not to attend the virtual sessions, as our commitment to your dancer's progress continues.
- ***Inclement Weather Closures:*** We align our inclement weather closures with the Byram Hills Central School District policies. If Byram Hills Central School District schools are closed due to inclement weather, our studio will also be closed, unless we inform you otherwise. Closed classes will either be held via Zoom or a makeup class will be scheduled. Please note, we don't issue refunds or prorate tuition for classes missed due to inclement weather.



Photo & Video Release:

- **Media Consent:** By registering with Encore Center for Performing Arts, you grant permission for your child to be videotaped or photographed during studio activities. These activities include, but aren't limited to, performances, classes, and rehearsals. This content may be used on the studio website, social media pages, and other studio advertisements to showcase our students and programs.
- **Opting Out:** If you do not wish for your child to be photographed or videotaped, you must provide a written statement to the studio at the time of registration or enrollment and we will not include your child in any photographs.

Advanced Programs/ Competitive Dance Policies:

- Dancers in Epic, Epic Jr. Elite, Elite Jr., Echo, Mini Echo, Performance Petites, & Performance Ensemble are required and expected to commit to the entire year of dance classes. If a dancer decides to drop from the competition team, tuition will still be charged for the remainder of the year, unless in the case of an emergency.
- Dancers on any of our Competitive Dance Teams, (Epic, Epic Jr., Elite, Elite Jr., Echo, Mini Echo, Performance Petites, & Performance Ensemble) are only permitted 4 unexcused team rehearsal absences throughout the year. We understand emergencies and illnesses arise so please always communicate with us. Attendance will be carefully monitored by our teachers, and you will receive a monthly report detailing your attendance status. Punctuality is crucial. Team members must arrive on time and be fully prepared to participate at the designated start time.
- Unexcused absences include, but are not limited to: skipping practices, rehearsals, or performances without a valid reason, or failing to provide timely notification. Excessive unexcused absences may result in disciplinary action.
- For prompt communication, please reach our teachers through the studio phone 914-730-1122, studio email (info@encorecenterperformingarts.com), or schedule a meeting. We kindly ask that you avoid contacting teachers on their personal devices. Urgent concerns? Contact the studio directly. This supports teacher work-life balance and focused attention for your child. Miss Lexi can be reached at lexi@encorecenterperformingarts.com. Any questions specifically regarding the dance team, can be directed to competitiveteams@encorecenterperformingarts.com.
- We expect our advanced program dancers to trust the Artistic Directors' choices regarding casting, development, and presentation. Their decisions align with our studio values and benefit everyone involved.
- You'll be entrusted with your complete competition attire, including the costume, dance shoes, and any competition-specific accessories like earrings and headpieces. Remember, these items are vital for a cohesive performance. To ensure a smooth season for everyone, lost or damaged costumes and accessories will be your responsibility to replace. However, costume stock and specific accessories might be limited.
- ECPA IS A DRAMA FREE ZONE. We expect all of our advanced level dancers and parents/ guardians to set an example for our studio with a positive attitude, sportsmanship and kindness to ALL dancers, families & performers in the studio.



- We foster a positive environment where everyone feels valued. Gossip, bullying, and negativity are not tolerated in any form. We address disrespectful behavior promptly to ensure everyone's enjoyment and growth.
- Our priority is to create a positive and stable environment where all our dancers can flourish. To support this, we ask that parents consistently model respectful behavior and maintain a cooperative dynamic, especially in the presence of the team. We recognize that personal matters may occur, but we strongly encourage that any issues between parents be kept separate from the team environment and resolved privately. This allows our dancers to focus on their training and teamwork without unnecessary distractions or stress.
- Maintaining a positive and respectful team environment is essential for everyone's enjoyment and success. If multiple concerns arise regarding a dancer's behavior that negatively impacts others, we will reach out to discuss these observations and collaboratively develop strategies to support more positive interactions.

Thank you for taking the time to read and understand these policies and procedures. By registering for a class in Encore's 2025-2026 Season, you are agreeing to all of the policies listed above. Policies are subject to change at the studio's discretion at any time, and all clients will be notified of any change via email distribution.