



For billing questions please email: accounts@ssdanceacademy.com
 For all other inquiries please email: theresa@ssdanceacademy.com
 For immediate contact while in class please call or text: 757-276-1192



Payments

We strive to make the payment process as smooth and convenient as possible for our families. Our auto-draft system ensures that tuition payments are processed on time each month. Below is our policy regarding declined payments and how we handle any issues that arise:

Payment Authorization: By enrolling in classes at Shining Stars Dance Academy, you authorize us to charge your provided credit card or bank account for the session payments according to the payment schedule provided.

Declined Payments: If your primary payment method (card or account) is declined, we will make an attempt to process payment again within 24 hours. If the payment continues to fail, we will proceed with charging the next card on file.

Alternate Payment Method: If the payment on your primary card declines, we will charge the next card on file to ensure uninterrupted services for your child. It is your responsibility to ensure that we have an updated payment method on file. Failure to provide updated information may **result in a delay or suspension of classes**.

Notification of Declined Payment: You will receive a notification via email or phone if your payment is declined, and you will be informed of the attempt to charge the next card on file.

Account Suspension: If payment is not received after the second attempt, your account may be placed on hold, and your child may not be allowed to attend classes until the outstanding balance is paid in full.

Updating Payment Information: Please ensure that all payment information is kept up-to-date. You can update your payment method by logging into your account or contacting our office at office@ssdanceacademy.com or (757) 204-4102.

Fee for Declined Payments: You will have a 24-hour grace period after a declined payment to correct any card errors and resubmit your payment. If the card on file is declined after this period, a \$10 decline fee may be charged for each failed payment to cover processing costs.

Returned Payments & Chargebacks: A \$25 fee will be charged for each transaction returned due to insufficient funds or credit card chargeback. Please ensure that your payment method is up-to-date and has sufficient funds to avoid any inconvenience

Costumes

Costumes for the year-end showcase typically range from \$50-95. Your costume fee will include a garment bag and a new pair of tights to be worn at the end of year showcase.

The costume price list will be released in January. Costume fees will be due in full by March.

Note: In light of the current global trade climate, we will make every effort to keep costume costs at or below \$95. However, due to ongoing market fluctuations, we cannot guarantee this price.

Refunds

All registration, tuition, costumes, shoes, merchandise, performance fees, advertisements, tickets, convention fees, competition fees, etc. cannot be prorated, refunded or transferred.

Payment Schedule

September 8th - 1st Installment Fall Session due
 October 27th - 2nd Installment Fall Session due
 January 5th - 1st Installment Spring Session due
 March 9th - 2nd Installment Spring Session & Costumes due

Class Enrollment, Placement & Levels

Enrollment is accepted on a first come, first served basis. Placement is based on the dancers grade level for the school year.

Roll Over Registration

When you sign up your dancer for the first session of the school year you will be auto enrolled in all subsequent sessions for your convenience, no need to re-enroll for each session! If you decide to not continue after your first session, no worries! We can remove your enrollment from the next session by following the steps below.

Class Withdrawal

Registration in SSDA classes secures your dancer's place for the entire session. Withdrawing from a class means your dancer will not continue into the next session, and all tuition and fees for the current session will still be due in full.

We understand that schedules and needs can change, and we're happy to help explore class changes within the same session if space allows. However, withdrawing does not release you from your financial commitment for the remainder of the session.

Important Details:

All fees — including registration, tuition, recital fees, costumes, and merchandise — are non-refundable and non-transferable.

If you withdraw after costume orders have been placed (typically in February for ASCS), costume fees cannot be refunded. We will notify you when your dancer's costume is ready for pickup.

To formally withdraw, you must complete and submit the withdrawal form: <https://pci.jotform.com/252258923805159>
 Simply missing class does not count as a withdrawal.

We appreciate your understanding of our session commitment policy, which allows us to plan classes, order materials, and maintain the high-quality experience our dancers deserve.

Contact Information

Please keep all parental, guardian and student contact information on file in the studio portal up-to-date. This will help us contact you in the event of an emergency.

Cancellations & Closures

We follow Atlantic Shores Christian School for closings and early dismissals due to inclement weather or other extenuating circumstances. Notification of cancellations and closures will be made via our e-mail list, push notification through our studio app, Facebook, and Instagram. It is extremely important to keep your contact information on file up-to-date.

- Facebook: facebook.com/shiningstarsdance
- Instagram: ssdanceacademyva
- Download the Shining Stars Dance Academy App located in the Apple Store or Google Play

Styles Offered:

Ballet: Ballet classes will help dancers with posture, flexibility, fitness, balance, self-discipline, and self-confidence. It provides grace, poise, and the technique needed to be proficient in all other areas of dance. Students will learn classical ballet techniques and terminology.

Jazz: Dancers will be exposed to various styles of jazz such as Broadway, Street, and Contemporary to help develop a well rounded dancer. Class curriculum is based on ballet technique layered with traditional jazz movement and includes a proper warm-up, stretches, isolations, across-the-floor progressions, and combinations.

Attendance

If your dancer will not be attending dance but attended school for the day please mark them absent in the parent portal no later than noon on the day of their class. This will ensure that the dancer gets dismissed as usual for pick up.

Pick-up

All dancers will be picked up by their parent/guardian at the front entrance of ASCS Lower Campus. Parents must show a valid form of ID before they will be allowed to sign out their child. Please make sure that you list all approved pick up contacts under the contact tab of your parent portal. Dancers will not be released to anyone who is not on the approved pick up list. Dancers must be picked up in a timely manner. If your dancer is not picked up in a timely manner it may result in a late pick up fee to be charged by SSDA or the drop in extended care fee charged by ASCS. **If we can not get in contact with a parent/guardian regarding pickup, dancers will automatically be checked into ASCS extended care at a rate of \$20 per day. This fee will be charged by Atlantic Shores Christian School.**

If your dancer is enrolled in extended care they will be checked into extended care at the end of the dance class and picked up as usual.

Food & Drink

If you would like to send a snack/drink with your dancer for before class starts please make sure that it is *peanut free*. We will have a short break between when the school day ends and when classes start to make sure all dancers can get to where they need to be and get changed before we begin class.

Mobile Devices

All mobile devices (i.e. mobile phones, laptops, ipads, tablets, etc.) are not permitted in the dance studio related activities or events. Parents will be notified if dancers do not adhere to this policy. It is okay if a dancer needs to have a mobile

device on them for communication purposes, however it must stay in their backpack during class time.

Photos, Videos & Quotes

By registering your student, you give us permission to take and use photographs, audio and/or video of your student in any medium (print, web, audio, video, radio and/or television) to advertise, market and/or promote the studio. These photos may also be shared with ASCS.

Foul Language & Negative Behavior

Everyone should be polite and respectful. The use of foul language or negative behavior is not permitted or tolerated. We reserve the right to withdraw, remove or ban anyone from dance related activities or events (classes, performances, showcases, etc) if they:

- use foul language or profanity
- exhibit expressions, gestures or other social behaviors that are interpreted as insulting, rude, vulgar, obscene, obnoxious, foul, unsafe, negative or confrontational
- continuously fail to follow direction from faculty and staff members

Dress Code

Female dancers are expected to wear a leotard, any color/style, with tights, and shorts/skirt/leggings. Two piece dance-wear is NOT permitted. Hair should be pulled back out of the dancers face. Please have hair ties in their dance bag, SSDA Staff can assist with pulling hair off the face.

Male dancers are expected to wear athletic shorts without pockets and a solid colored t-shirt. Ballet shoes should be black.

Please label all of your dancers shoes with their name or initials in them. ***Shining Stars Dance Academy is not responsible for any lost, stolen or broken items.***

Ballet Shoes: Skintone split sole with no ties
Jazz Shoes: Skintone slip on jazz shoes



Picture Day:

We will have a professional photographer come take individuals & group photos of the dancers during the spring session at Shining Stars Dance Academy. This will happen outside of normal class hours the weekend of May 2nd & 3rd.

Show & Tell:

We will have (3) 15 minute show & tells throughout our dance year. This will be in the art room during the last 15 minutes of class. Please refer to the ASCS Dance Calendar for these dates. A reminder email will be sent out the week prior.

Year-end Showcase:

For the end of year showcase dancers will perform (1) routine in each style learned in full costume. More details regarding the year-end showcase will be emailed to all parents once the information has been finalized.