

The Rock School for Dance Education

2023-2024

STUDENT & PARENT HANDBOOK



Welcome to The Rock School for Dance Education

Welcome to The Rock School for Dance Education's 2023-2024 School Year! We are excited for the upcoming year and remain dedicated to providing excellence in pre-professional training. Please read this handbook carefully in preparation for the school year.

The Rock School provides the finest pre-professional ballet training. Our dancers maintain a rigorous weekly schedule throughout each session and spend many hours with students and faculty from diverse backgrounds, cultures, and experiences. Patience, understanding, and mutual respect are imperative for everyone to have a successful year. Our objective is to provide a safe and supportive environment where our dancers may work toward their artistic goals. Returning dancers should note that some handbook policies have changed from past years to keep our students healthy and safe.

Please be aware that changes to this document may be made throughout the 2023-2024 School Year. We will keep all Rock School families informed of these changes. We know that you share our commitment to the arts and the growth of each student at The Rock School, and we are looking forward to a wonderful year!

Peter Stark, President and Director



@TheRockSchool | @RockSchoolWest

Table of Contents

Handbook subject to change as of November 6th, 2023

Table of Contents

Introduction	6
School Contact Information	6
Mission	6
Statement of Community and Code of Conduct	7
Policies and Expectations	7
The Rock School for Dance Sexual Abuse Policy	7
Rock Center Drop Off & Pick Up Protocols	7
Rock West Drop Off & Pick Up Protocols	8
Building Policies & Security	9
Fire Safety	9
Emergency and Procedures	9
Service and Assistance Animals	9
Staff Only Areas of the Building	9
Student Only Areas of the Building	10
Designated Eating Areas-Behavior and Expectations	10
Van and Bus Behavior	10
Personal Property	10
Lockers (available at Rock Center)	10
Lost and Found	10
Cell Phones and Other Electronic Devices	11
Vehicle Use	11
Class Policies	11
Level Placement and Advancement	11
Re-Enrollment	12
Class Attendance and Tardiness	12
Attending Classes Elsewhere	12
Instructor-Dancer Contact	12
Uniform Requirements and Guidelines	12

Use of Rock School Costumes	13
Inclement Weather and School Closings	13
Behavior and Disciplinary Action	14
Discipline	14
Behavior	14
Harassment and Bullying	14
Reporting Incidents	15
Parent/Guardian Conduct	15
Sleeping	15
Pets	15
Public Displays of Affection	15
Smoking	15
Alcohol and Substance Abuse	15
Gambling	16
Vandalism and Destruction of Property	16
Weapons	16
Fireworks and Incendiary Devices	16
Disciplinary Action	16
Suspension and Expulsion	17
Medical Release Forms	17
Medical Form Statement of Privacy	17
Health Insurance	17
Medication Policy	18
Emergency Medical Attention for Sick or Injured Students	18
Communication	18
Scholarships, Tuition, and Payment Information	18
Scholarship Information	18
Discounts	19
Tuition Payment	19
Autopay	19
Late Payments	19
Payment Terms	20
Credit Card/ACH Pre-Authorization Agreement	20

Reserving Your Spot	20
Withdrawal from The Rock School	20
Refund Policy	21
Privacy Policies	21
Collection of Personal Information	22
Use of Personal Information	22
Controlling Personal Information	22
Security of Personal Information	22
Changes to This Statement	23

Introduction

The Rock School Student and Parent Handbook contains dance and school community information and policies. Students and parents must sign a waiver to acknowledge their understanding and compliance with all policies and procedures. The Rock School reserves the right to terminate, amend, or modify its policies at any time, for any reason, with or without prior notice. Any questions or comments about the contents of this handbook should be directed to The Rock School.

School Contact Information

Location: Rock Center (Philadelphia, PA)

Main Telephone Number	Phone: (215) 551-7010
Security Desk	Extension: 1140
Customer Service	Extension: 1100
Rock Academics	Extension: 1184 Email: rockacademics@therockschool.org
Residence Staff	Email: residence@therockschool.org
General Inquiry	Email: info@therockschool.org
Absence Submissions	Email: absences@therockschool.org
The Rock School Boutique	Email: rockstore@therockschool.org
The Rock School's Website	Email: therockschool.org

Location: Rock West (West Chester, PA)

Rock West Telephone Number	Phone: (610) 431-4321
General Inquiry	Email: rwregistration@therockschool.org
Absence Submissions	Email: rwabsences@therockschool.org
The Rock School Boutique	Email: rockstore@therockschool.org
The Rock School West Website	Email: rockschoolwest.org

Mission

Our mission is to train the whole dancer. We enable our students to reach their highest standards of technique and artistry. Inherent to our approach are nurturing, supportive, and caring people who want to elevate the art form and the audience. We want our students to grow as individuals in the process.

Statement of Community and Code of Conduct

The Rock School community is based on respect and cooperation. Students, parents, staff, faculty, trustees, and alumni are expected to abide by The School's community standards as articulated here. When individuals respect other people and their property, there is rarely conflict.

The Rock School guides our students to build life skills in an environment where honesty, integrity, and respect are paramount. Students are expected to abide by the following guidelines:

- Resolve conflicts peacefully.
- Be honest and respectful to all members of The Rock School community.
- Demonstrate respect toward The Rock School. This includes all school property, areas, and buildings around the school, the Residence, and the personal property of others.
- Abide by the principles of this code and the policies outlined in this handbook.

Students are expected to act courteously, responsibly, and respectfully toward others and their property. Community members should always speak courteously to one another. Abusive, profane, and disrespectful language is not acceptable. Disruptive or distracting behavior in the hallways, studios, Café, or other shared spaces is strictly prohibited. The Rock School reserves the right to take disciplinary action up to and including expulsion of a student who disregards school regulations or local law.

Policies and Expectations

The Rock School for Dance Sexual Abuse Policy

Please review The Rock School's Sexual Abuse Policy [here](#).

Rock Center Drop Off & Pick Up Protocols

Pre-Ballet Division (Ages 3-6)

Parents/guardians bring their children into The Rock School and check in at the front desk. One parent/guardian is required to wait outside of the dance studio for the duration of their dancer's class time in case of an emergency. Please do not park in the loading zone in front of Rock Center.

Ballet Division (Ballet 1-4)

Parents/guardians may bring their dancer into The Rock School and check in at the front desk if they choose to do so. Parents/guardians are permitted to wait in The Rock School lobby for the

duration of their dancer's class time. Please do not park in the loading zone in front of Rock Center. Dancers under 18 years of age may **not** leave the premises unaccompanied, unless they have a signed "Permission to Leave" form from their parent/guardian on file with the Front Office.

Professional Division (Levels 5-7 & M1-M2)

Parents/guardians are permitted to wait in The Rock School lobby for the duration of their dancer's class time. Please do not park in the loading zone in front of Rock Center. Dancers under 18 years of age may **not** leave the premises unaccompanied, unless they have a signed "Permission to Leave" form from their parent/guardian on file with the Front Office.

Rock West Drop Off & Pick Up Protocols

Pre-Ballet Division (Ages 3-6)

Parents/guardians bring their children into the building and check in with the front desk. Parents are permitted to wait outside of the dance studio during class. Parents/guardians must abide by all Rock School COVID-19 protocols while in the building. This policy is subject to change at any time based on the public health conditions in Philadelphia.

Ballet Division 1, 1X, 2, & 2X

Parents/guardians of dancers in Ballet 1, 1X, 2, and 2X bring their children into the lobby and check in with the front desk. Due to space limitations in the lobby, parents may not wait in the building during class, but should return to meet their child in the lobby promptly at the end of class and check out with the front desk. Parents/guardians must abide by all Rock School COVID-19 protocols while in the lobby. This policy is subject to change at any time based on the public health conditions in Philadelphia.

Ballet Division 3, 3X, 4, 4X, 5, & Professional Division (Day Program)

Parents/guardians of students in Ballet 3-5 are not permitted in the building due to space limitation. All students in these levels are expected to sign in and out at the School's front desk when they enter and exit the building. Students must state their name to the person at the desk, who will sign them in and out. Students under 18 years of age may **NOT** leave the premises unaccompanied, unless they have a "Permission to Leave" form from their parent/guardian on file with the Front Office. Commuting students must wait in the lobby until their parent/guardian has arrived outside the building. Parents of students in Ballet 3-5 will only be permitted in the building in the case of an emergency, or if they have a scheduled appointment with a Rock School staff member.

Building Policies & Security

Fire Safety

In case of a fire alarm, students must evacuate the building immediately following the posted fire evacuation instructions. Students will follow the nearest staircase out of the building, and will meet at the plaza in front of the Sprouts Farmers Market where attendance will be taken.

Tampering with fire equipment, including the fire extinguisher, exit signs, smoke detectors, fire alarms, and fire doors, violates Pennsylvania law. Any student who pulls the fire alarm when there is no fire or emergency will be fined \$200 and immediately dismissed from The School.

Emergency and Procedures

In a medical emergency, staff will immediately call 911 and notify the parent/guardian of the sick or injured student. Medical release information completed by the parent/guardian will be given to medical personnel unless circumstances make it impossible to provide such documents. Drug and/or alcohol consumption will be treated as a medical emergency.

Service and Assistance Animals

The Rock School recognizes the need for dancers with disabilities and/or certain medical conditions to use trained service or assistance animals. A service or assistance animal must be personally supervised by the handler, and the handler must retain full control of the animal at all times while on Rock School premises.

Animals must not be allowed to disrupt or interfere with Rock School activities. If the animal is unruly or disruptive, or if the handler fails to maintain control of the animal, the handler must regain control immediately or remove the animal from Rock School property.

All handlers are responsible for compliance with state and local laws concerning animals (including registration, vaccinations, and tags), for controlling their animals, for cleaning up any waste created by the animal, and for any damage caused by the animal to persons or property while on Rock School premises. If the handler fails to clean up after the animal, the handler may be prohibited from bringing the animal onto Rock School property.

Staff Only Areas of the Building

Dancers are not permitted in any of The School's offices, faculty lounges, or basement without permission. Students are also prohibited from accessing the roof, and are not to use the back staircase except in the case of emergency. At Rock Center, dancers are not permitted to use the elevator unless they have a medical condition or injury that requires it. Any dancer discovered in a staff-only area of the building may be subject to suspension or expulsion.

Student Only Areas of the Building

Faculty and staff may not enter student locker rooms individually while students are in the building. They must always be with at least one other adult staff member.

Designated Eating Areas-Behavior and Expectations

Dancers must clean tables, throw away garbage, and observe polite manners when utilizing the eating areas at both Rock Center and Rock West. At Rock Center, the Café will not be open to dancers outside of designated mealtimes. Parents/guardians and anyone unaffiliated with The Rock School are not permitted to enter the Rock Center Café except for during special events.

Van and Bus Behavior

The Rock School's expectations for behavior extend to van and bus use during school-related events.

Personal Property

Dancers are expected to maintain control of personal items, including locking doors and securing valuables. Large sums of money should not be brought to the school. The Rock School is not responsible for personal property loss or damage.

Lockers (available at Rock Center)

Lockers in the dressing rooms will be available to dancers in Levels 2-7 and M1-M2 on a first-come, first-served basis. A signed locker agreement is required to obtain a locker, which can be requested with the School Registrar at registration@therockschool.org. Locks not provided by The Rock School are prohibited and will be removed. There is a \$10 replacement charge for a lost, damaged, or stolen lock.

The Rock School reserves the right to open and search lockers if there is a concern for student safety, weapons, contraband (alcohol, drugs, etc.), or stolen materials. Lockers will also be opened if the locker room is unhealthy or unsanitary. Lockers must be emptied by the end of the session, and items left will be discarded.

Lost and Found

Lost and found items are held in the lobby near the vending machines at Rock Center and in the dressing room at Rock West. Valuables such as keys, glasses, or electronics are kept in the Front Offices. Anything unclaimed after a reasonable amount of time will be donated to local charity organizations. All dancers should label personal belongings in permanent ink.

Cell Phones and Other Electronic Devices

Students are prohibited from using electronic devices during class time. Devices include but are not limited to cell phones, laptops, tablets, music devices, gaming systems, and cameras. The faculty reserves the right to confiscate any prohibited devices and return them after the class.

Students may carry cell phones throughout the day, provided they are silenced during classes. In the case of an emergency, calls should be made at the Front Office of Rock Center and Rock West. The staff will communicate messages to dancers.

Having and using a cell phone is a privilege that can be revoked. Dancers misusing cell phones will receive a verbal warning for their first offense. Subsequent infractions may result in cell phone privileges being revoked.

Vehicle Use

Commuters may not drive any Rock Center residents in a motor vehicle. No staff member is permitted to drive a student in their personal car.

Class Policies

Level Placement and Advancement

Dancers are placed in an appropriate level for the 2023-2024 school year; parents/guardians are prohibited from requesting a level change for their child. The School Director may reassign a student based on educational appropriateness. If a student is assigned to a different level, a Rock School staff member will notify the parents/guardians of the change.

Students do not automatically advance to the next level at the end of each year. Emotional maturity, physical development, comprehension, competency of execution, and body strength may require additional years of training at any level. Professional Division dancers will receive mid-year and end-of-year evaluations; all other dancers will receive end-of-year evaluations.

Questions about a student's progress should be made through the Front Office; staff will assist parents/guardians with scheduling a meeting with the appropriate member of the artistic team. The Rock School faculty is not permitted to provide any information regarding a student's progress to any students, and their parents/guardians, without scheduling a meeting.

Re-Enrollment

Re-enrollment for the 2024-2025 school year is not guaranteed. Professional Division dancers' progression will be assessed at the end-of-year evaluation.

Class Attendance and Tardiness

Dancers must arrive for class with sufficient time to properly prepare. The first exercises in class are critical for warming up the body and preparing the mind for what will follow. Students who arrive more than 10 minutes late will be asked to observe and will not be permitted to participate due to the risk of injury. Consistent lateness could result in dismissal. Dancers must attend all classes and rehearsals to which they are assigned. A student may be excused from classes and rehearsals only in the case of serious illness, injury, or an emergency.

Dancer absences are reported by emailing the following addresses:

Rock Center: absences@therockschool.org

Rock West: rwabsences@therockschool.org

If the dancer is submitting an absence, their parent/guardian must be copied on the email. The Rock School reserves the right to dismiss any student with unexcused absences or on leave for five or more days. Scholarship students are not exempt from the rules governing attendance.

Attending Classes Elsewhere

Dancers enrolled in classes at The Rock School are **not** permitted to take classes elsewhere unless permission is given by the School Director.

Instructor-Dancer Contact

The Rock School strives to offer individual and “hands-on” teaching. Under normal circumstances, it is appropriate for a faculty member to manually and physically position a student to improve technique. The Rock School never condones nor tolerates instructors touching students in a harmful way or that violates generally accepted tenets of propriety. Students may tell an instructor they do not wish to be touched, which will be honored. The Rock School does not use corporal punishment.

Uniform Requirements and Guidelines

The Rock School will enforce strict uniform requirements during the 2023-2024 school year. For more information regarding your dancer's mandatory class uniform items, please visit the following links:

[Rock Center Uniform Requirements](#)

[Rock West Uniform Requirements](#)

Dancers are not permitted to wear plastic pants, bike shorts, overshirts, sweat clothes, or other extraneous or concealing garments during dance classes. The Rock School reserves the right to dismiss any student for disregarding the dress code.

When not attending classes, students are expected to dress in a manner that respects themselves and others. Clothing must completely cover the chest, stomach, back, and bottom.

Appropriate footwear is worn at all times. Clothing must not:

- Contain writing or images that include direct or indirect references to violence, profanity, sexual issues, alcohol, or drugs
- Include military dress, camouflage, or military logos
- Reveal undergarments
- Include halter-tops, tube-tops, off the shoulder shirts, spaghetti straps, or pajamas

Dancers who do not follow these reasonable dress standards may be asked to change clothes, be dismissed from class, or be sent home. Repeated or intentional violations will result in further discipline. The Rock School reserves the right to interpret the dress code as needed.

Use of Rock School Costumes

Dancers may only use The Rock School's costumes with permission. Costumes may not be removed from the premises. Dancers are expected to take excellent care of their costumes and keep them on the appropriate hangers. They should never eat or drink anything besides water while wearing their costumes and should keep their hands clean of dirt and makeup while handling them. Damages should be brought to The Rock School's attention immediately. The Rock School reserves the right to charge families for the repair or replacement of costumes that are mistreated, damaged, or lost.

Inclement Weather and School Closings

The Rock School is not responsible for classes canceled as a result of extreme weather conditions or other circumstances beyond the control of The Rock School. The Rock School's social media pages will be updated to reflect changes to the daily schedule due to inclement weather.

Rock Center: The Rock School considers the Philadelphia School District in its decisions concerning closing due to inclement weather.

Rock West: The Rock School considers the West Chester School District in its decisions concerning closing due to inclement weather.

Behavior and Disciplinary Action

Discipline

It is our hope that all students will cooperate in making the program safe and enjoyable for everyone involved. In the best interest of all dancers, disciplinary action will be taken for any dancer whose actions are against policy. Disciplinary consequences are determined by The Rock School Directors and staff. Some disciplinary situations may result in suspension or expulsion.

Suspensions are defined as immediate departure from the school and the residence for the remainder of the current program. Expulsion is defined as immediate departure from the school and the residence for the remainder of the current program, with the understanding that an expelled student is not allowed to return to The Rock School in any capacity.

There will be **NO REFUNDS** granted to students who have been suspended or expelled from the program. Return travel expenses will be the sole responsibility of the student and parents.

Behavior

Violent or threatening behavior will not be tolerated. Dancers may not threaten, harm, or place in danger any other person. Lewd, indecent, and disorderly conduct is prohibited. Dancers may not intimidate, harass, threaten, or haze other students or staff, including physical, psychological, and written behavior, in-person and online. Students are expected to uphold the same standards in their social media interactions as they do in person. Students who commit acts of a violent nature, including but not limited to fighting, physical and verbal threats, and vandalism, are subject to disciplinary action up to and including immediate dismissal.

Harassment and Bullying

The Rock School is enriched by the diversity of its members. The Rock School recognizes and respects individual differences in culture, race, ethnic origin, religion, gender, and sexual orientation. To provide an environment of respect and sensitivity, it is important that all dancers recognize that behavior, either verbal or physical, which disregards or demeans the self-esteem of others is unacceptable. Such behaviors are unacceptable regardless of how they are communicated, including social media. Any individuals engaging in such behaviors will be subject to disciplinary action.

Reporting Incidents

Dancers, faculty, and staff are mutually responsible for reporting incidents in and around the school, which will be addressed by the appropriate school staff members. All incidents should be promptly reported using the [Complaint and Incident Report Form](#).

Parent/Guardian Conduct

Parents/guardians are expected to be polite to all students, faculty, staff, and other parents. Rude or aggressive behavior from parents/guardians will not be tolerated. Use of offensive language or harassment toward any member of The Rock School community may cause their dancer's dismissal without refund. Parents/guardians are prohibited from contacting or disciplining a dancer other than their own. They should immediately report any questionable behavior to a Rock School staff member.

Sleeping

Sleeping in public areas of The Rock School is not permitted. Students who feel too exhausted to dance should see a staff member. Skipping classes to sleep may result in disciplinary action.

Pets

Except for ADA service animals, pets are not permitted in The Rock School.

Public Displays of Affection

Dancers must refrain from inappropriate displays of affection during school or school-related activities. Kissing, fondling, and intimate contact are considered inappropriate sexual contact, and disciplinary action may be taken.

Smoking

The Rock School is a non-smoking facility. In accordance with The City of Philadelphia's Code and the CIAA for the Commonwealth of Pennsylvania, smoking is banned in all workplaces and prohibited within twenty feet of building entrances. Tobacco use is strictly prohibited on any Rock School premises, event, or property.

Alcohol and Substance Abuse

Dancer consumption, possession, and/or distribution of alcoholic beverages is strictly prohibited, regardless of age. Violation of this policy may lead to immediate expulsion and possible criminal charges. The Rock School reserves the right to require a dancer to participate in counseling and/or drug/alcohol rehabilitation before returning to The Rock School community.

The Rock School forbids the sale, possession, consumption, and storage of illegal drugs, controlled substances (as defined under applicable federal and state law), and/or drug paraphernalia. Violation of this policy may lead to immediate expulsion and possible criminal charges.

The Rock School does not permit vaping or marijuana use on any Rock School property. Violation of this policy may lead to expulsion.

Gambling

Gambling is strictly prohibited. Any dancer found gambling may be subject to dismissal.

Vandalism and Destruction of Property

Willful, malicious, or deliberate destruction of public or private property is strictly prohibited. Dancers will be held responsible for any damages, including repairing or replacing the damaged item(s) and labor costs, and subject to disciplinary action and/or dismissal.

Weapons

Weapons of any kind, including firearms, knives, or other weapons, are strictly prohibited. Dancers who possess a weapon on Rock School premises are subject to immediate expulsion and possible criminal charges.

Fireworks and Incendiary Devices

Fireworks, candles, incense, and other incendiary devices are strictly prohibited.

Disciplinary Action

The Rock School reserves the right to discipline dancers for any infraction of these rules. Such disciplinary action may include fines, community service, detention, suspension, or dismissal. Serious offenses may result in immediate expulsion. Generally, staff will respond to infractions in the following fashions:

- First Offense: Verbal and/or written warning.
- Second Offense: Detention and/or suspension. Parents/guardians are notified. The dancer (and parents/guardians) may be asked to meet with the Director to discuss corrective action.
- Third Offense: Additional detention, suspension, or expulsion.

The Rock School is not required to provide prior warnings to dancers and reserves the right to advance to more severe actions, including immediate expulsion.

Suspension and Expulsion

A dancer who displays unsatisfactory work ethic, class attendance, overall conduct, or health may be suspended or expelled. Dancers whose actions jeopardize the safety and security of self or others or tarnish the reputation of The Rock School may be subject to suspension or expulsion. These policies stand regardless of where or when these events occur, including on social media.

The Rock School reserves the right to dismiss any dancer with a medical condition that places themselves or others at risk. Tuition and fees of a suspended or expelled student are non-refundable.

Medical Release and Care Waiver

Medical Release Forms

Dancers must submit signed Medical Release Forms by September 1st, 2023. The Residence staff may not assist with medical appointments without these forms. The parent/guardian of dancers who are minors will be contacted before seeking medical attention, except in the case of an emergency.

Medical Form Statement of Privacy

The Rock School takes great care in protecting the medical information of its dancers. Dancers' medical forms are securely stored at The Rock School. These forms are made available to authorized staff members and medical personnel in the case of an emergency. Medical documents for the 2023-2024 school year are shredded and destroyed at the end of the session. The Rock School does not retain obsolete student medical information or files.

Health Insurance

All Professional Division dancers must have valid health insurance for the greater Philadelphia area. Parents and dancers should consult their insurance policy before arrival to determine whether their carrier extends coverage to Philadelphia.

If the dancer's insurance does not provide coverage in the greater Philadelphia area, an appropriate health insurance policy must be secured before arrival. The Rock School will not assume costs associated with invalid insurance or medical procedures/equipment not covered by the student's health insurance policy.

Dancers must have a photocopy of both sides of their insurance card on file at The Rock School. Dancers should arrive with the name, address, and phone number of an in-network provider.

Medication Policy

Dancers may access certain over-the-counter medications with a Rock School staff member. Rock Center residents maintain their own prescription medication, including administration and refills. The staff will not remind students to take medication nor assume responsibility for refilling prescription medications.

Students are strictly forbidden from sharing, giving away, or selling any of their medications.

Emergency Medical Attention for Sick or Injured Students

In the case of an emergency, staff will immediately take sick or injured students to the emergency room or urgent care.

Communication

All communication with artistic faculty members must be directed through The Rock School's front office staff.

Scholarships, Tuition, and Payment Information

Scholarship Information

All scholarships are given at the discretion and the direction of The School Director. Scholarships for the 2023-2024 school year require an application. Scholarships are awarded based on a combination of artistic merit and financial need. However, a student does not necessarily have to demonstrate financial need to qualify.

Scholarship recipients are not eligible for other discounts in combination with his/her scholarship(s). Scholarships cover tuition only. Additional fees for performances or competitions are not included in the tuition scholarship award.

Failure to comply with the school's policies will result in a verbal warning. Any such verbal warning may be followed by complete revocation of the scholarship award.

Scholarship recipients and their families are not permitted to discuss scholarship information with other students and parents.

Discounts

The Rock School offers two tuition discounts for the school-year program. Discounts may not be combined with other scholarships or discounts. All discounts must be entered manually, so paper registration is recommended. The discounts available for the school year are as follows:

- **Pay-in-full:** If a student's annual tuition (for the entire school year, September through June) is paid in full, the student will receive 5% off of the total tuition. This applies to all dance, residence, and academics tuition. This discount cannot be used if a student has already been awarded a scholarship.
- **Sibling:** The Sibling Discount applies to families with at least two children enrolled in any program at the same time who do not have a scholarship or discount. A 5% discount will be applied to each student's tuition.

Tuition Payment

The Tuition Payment Agreement covers both classes and the Residence. Dance tuition includes class instruction and select rehearsals, while Residence costs include a place in The Rock School dormitory and meals in the Café. If a student elects to participate in supplementary performances or activities, additional fees may apply.

The school year runs from September to June. Upon completion of registration, tuition payments are due and payable the first day of each calendar month with the exception of December. Tuition payments are applicable toward all of The Rock School's programs (i.e. dance, academics, residence) for the duration of the school year.

All tuition paid to The Rock School is non-refundable and non-transferable.

Autopay

Parents/Guardians can have a credit card or bank account charged automatically for tuition and housing installments by choosing the autopay option when registering. Autopay only applies to tuition (dance and academics) and housing installments. Additional fees, such as those for performance and competitions, will not be processed automatically. Autopay accounts are processed on the installment due date.

Late Payments

A late fee of \$25 is assessed for payments over five business days past due. Students who have overdue payments will not be permitted to attend class.

Payment Terms

Tuition and housing costs may be paid in installments or in full according to the due dates found on the website. If payment is past due, the dancer may not be permitted to attend class.

A 2.75% fee on each transaction will be added to all credit card payments. Cash, checks, or electronic check payments (ACH) may be made with no additional charge.

Credit Card/ACH Pre-Authorization Agreement

Effective January 1st, 2023, all customers will be required to keep valid credit card or ACH account information on file with The Rock School for Dance Education. This method of payment will automatically be billed one week past the billing due date. Late payments will be assessed a \$5 processing fee as well as a \$25 late fee for each transaction. A 2.75% convenience fee will also be assessed for all credit card payments.

To remain compliant with School policy, all Rock School customers will be required to submit a Credit Card/ACH pre-Authorization Agreement to be kept on file with The Rock School.

When payments are delinquent because a student has withdrawn, The Rock School for Dance Education will charge the method of payment on file until a formal written withdrawal request is made in writing by a student's parent or guardian. The Rock School for Dance Education requires 30 days advance notice for any student who intends to withdraw.

Reserving Your Spot

The limited capacity dance programs are filled on a first-come, first-served basis, prioritizing re-enrolling dancers in good standing. Dancers must submit a new registration and payment for each session attended to secure their place. Please visit the website to review registration and installment payment information.

Withdrawal from The Rock School

A dancer withdrawing from any of The Rock School's programs (Dance, Academics, and/or Residence) during the course of the 2023-2024 school year must provide The School written notice of the withdrawal at least 30 days prior to the effective date of withdrawal. If postmarked notification or email is not received by the appropriate date, the student is considered to be continuing participation in the subsequent installment periods and payment is required.

A dancer enrolled in the Professional Division (Dance, Academics, and/or Residence) is expected to maintain enrollment for the duration of the 2023-2024 school year (September to

June). Withdrawal will result in the forfeiture of the Student Security Deposit, to help defray the administrative costs of withdrawing the student from The Rock School's program(s).

If a dancer withdraws from Rock Academics and/or Rock Residence, and has not purchased the Money Back Guarantee, or does not meet the qualifications for the Money Back Guarantee, the dancer will be held accountable for all remaining payments to the respective program(s).

Dancers who withdraw from the dance program, and/or Rock Residence can maintain enrollment in The Rock Academics program at the discretion of the Director of Rock Academics. Dancers who withdraw from Rock Academics may also be assessed for course transfer fees for all academic courses.

Refund Policy

No refunds are issued without a doctor's note establishing that the dancer is unable to participate in The Rock School's programs (Dance, Academics, and/or Residence) due to a physical injury or medical condition.

If the dancer withdraws before the start of the program due to an injury or medical condition, a full refund of tuition payments (excluding the deposit and registration fees) may be granted if verified by a doctor's note stating that the dancer is unable to participate. No dormitory fees are refundable.

If a student withdraws during the program, prorated refunds of tuition fees are granted only in cases where a student has been instructed by a doctor to discontinue the program due to an injury sustained during a Rock School class. The doctor's verification must be made and communicated by a physician in consultation with the The Rock School administrative staff. A doctor's letter verifying the student's inability to continue the program due to an injury that occurred during a dance class must be received prior to the end of the program for any refunds to be honored.

Refunds may take up to six to eight weeks to process and issue.

Privacy Policies

The Rock School is committed to protecting your privacy. This policy governs the use of information provided by you to The Rock School; it does not apply to the offline collection of data or The Rock School's website in its entirety. The Statement of Privacy is found online.

Personal information provided by you to The Rock School will be collected, used, and disclosed as described in the Statement of Privacy.

Collection of Personal Information

The Rock School collects personal information, including email address, parent/guardian contact information, student data, and payment information. Information collected is used solely to bill and complete student registration.

The Rock School is not responsible for the privacy statements or other content outside of The Rock School's websites.

Use of Personal Information

The Rock School and its operational service partners collect and use your personal information to process billing based on class registration requests. This includes issuing billing statements and invoices to complete the billing process based on the payment plan selected. The Rock School will also use personal information to inform you of school-affiliated events and notices.

The Rock School may contact you via surveys to conduct research about your opinion of current programs or potential new programs that may be offered.

The Rock School does not sell or lease its customer lists to third parties. The Rock School may access and/or disclose your personal information if required to do so by law or in the good faith belief that such action is necessary to A) conform to the edicts of the law or comply with legal process served on The Rock School's web pages; B) protect and defend the rights or property of The Rock School including its Tuition, Admission, and Registration web pages; or C) act under exigent circumstances to protect the personal safety of users of The Rock School or the public.

Personal information collected on The Rock School's website may be stored and processed in the United States or any other country in which The Rock School or its affiliates, subsidiaries, or agents maintain facilities. Using the site, you consent to any such transfer of information outside of your country.

Controlling Personal Information

To stop the delivery of future email notices, respond directly to any email you receive with a request for removal from the mailing list.

Security of Personal Information

The Rock School is committed to protecting the security of your personal information from unauthorized access, use, or disclosure. A secure payment gateway is used when transmitting highly confidential information (such as a credit card number) over the internet. The Rock School is a Payment Card Industry Data Security Standard (PCI DSS) organization.

Changes to This Statement

The Rock School will occasionally update the Statement of Privacy. Material changes to the Statement will be prominently posted before implementing the change. The Rock School encourages you to periodically review this Statement.