

GENERAL STUDIO POLICIES

August. 10th 2026 - May 29th 2027



Student Behavior

Students are to address the instructors as Ms. or Mr. followed by their first names. Respect for the instructors is expected and enforced. Students should be prepared to accept constructive criticism from their instructors in order to gain proper correction and further their progress and arts education. Any behavioral problems may result in dismissal from a class with no refund. Students should also use the restroom prior to the start of class to reduce interruptions and distractions. Disruptive behavior will not be tolerated in any of the waiting areas, and may result in student dismissal from the studio.

Practice

Students are expected to practice outside of lesson times. Students should see their instructors if they are not sure how often to practice, or if they need additional materials to aid their practice. No student is permitted to use the dance studios to practice without permission from an instructor.

Personal Items

Cell phones and other electronic devices must be silenced upon entering the building. The lost and found is located in the waiting room. Items in the lost and found will be discarded or donated before Christmas break and after the recital. No gum chewing or food is allowed in the dance studios. Only water may be permitted in a closed container.

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Photo & Video

Arseneau Dance Academy LLC reserves the right to use any student images or videos acquired during lessons or performances for promotional and/or marketing purposes.

The Parent/Guardian grants permission for their child to be photographed and/or videoed by the Studio during any classes, rehearsals, performances, or events. The Parent/Guardian acknowledges and agrees that these photographs and videos may be used by the Studio for promotional, marketing, and educational purposes without further consent or compensation. The Parent/Guardian understands and agrees that the photographs and videos of their child may be posted on the Studio's website, social media platforms, and included in email mailers. These media may be used to promote the Studio, showcase events, or for other related purposes.

Pick Up/Drop-Off & Child Supervision

For the safety of students, parents may drop students off no earlier than 15 minutes prior to the start of their class. Students must be picked up immediately following their class. Non-enrolled students are only allowed to wait in the front waiting room area. As our staff is unable to watch young children between classes, children should not be left unattended. Students who cause a disturbance in the hallways, waiting rooms or restrooms will be asked to leave the studio, and may be removed from performances. Parents who fail to pick up their children immediately after class three times in one session will be charged a \$15 fee.

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Weather/Emergency Cancelations

In case of inclement weather, ADA usually coincides with the decisions of Forsyth County School district. Parents will be notified via email of canceled and/or rescheduled group classes. ADA does not offer refunds for classes canceled due to inclement weather. ADA reserves the right to hold classes or lessons even if the district cancels classes or activities.

Communications

ADA uses email to communicate with parents and students. If you opt out of receiving ADA emails & notifications, you may miss communications regarding cancelations due to weather, recital reminders, etc. Parents and students are encouraged to add info@arseneaudanceacademy.com to their list of contacts. You can also follow us on Facebook and Instagram.

Procedures for Submitting Complaints & Suggestions

If you have a complaint or suggestion you would like to submit to ADA for consideration, please email info@arseneaudanceacademy.com using the subject Customer Service. A staff member will respond to your complaint or suggestion by the following business day. We encourage anyone who has a complaint or suggestion to contact the office immediately rather than discussing the issue with other parents or instructors.

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Waivers & Agreements

Release of Liability

All students and the parents/legal guardians are aware of possible physical injury that may occur during activities at Arseneau Dance Academy, performances and/or rehearsals, and are willing to assume those risks. It is agreed that Arseneau Dance Academy LLC, its officers, directors, instructors and associates are not responsible for personal injury or property loss. Student and the parents/guardians have read and understand the studio policies represented in the ADA Student Handbook, and agree to abide by them at all times.

Medical Authorization

Arseneau Dance Academy LLC, its owner and operators have parent/guardian permission to seek medical treatment for a participant in the event they are not able to reach a parent/guardian. Parent/guardian declares any physical/mental problems, restrictions, or condition and/or declare the participant to be in good physical and mental health.

Payment Information

Parent/guardian understands that it is his/her responsibility to provide accurate payment information, and to update credit card information and payment frequency preferences via the online customer portal or app.