



TRUDL ZIPPER DANCE INSTITUTE

The policies of the Trudl Zipper Dance Institute have been established in order to ensure consistency and continuity of study in both Colburn Youth Dance and the Colburn Dance Academy, and to maintain a positive learning and teaching environment. By registering for study at the Colburn School, parents and students agree to the policies and procedures stated in this section of our website.

Academic Policies

Levels

Artistic Staff will determine assignment of the students appropriate class level through evaluation by audition for first time students and from Colburn class performance for returning students. Please note that it is likely that most students will remain in the same level for two or more years, depending on their age and skill level before advancing. All level placement is at the discretion of TZDI deans and chairs.

Attendance and Absence

Attendance records for students are maintained by faculty. Students must make every effort to be on time for all classes and lessons. All classes/lessons will end at the scheduled time so that subsequent classes and lessons remain on time. No make-up classes will be schedule for missed classes.

Late Policies

Faculty reserves the right to prevent a student from dancing in class if they feel the student is not properly warmed up. For the purpose of injury prevention students who arrive fifteen minutes or more late to a dance class may instead be asked to sit and observe the class.

Absence Policies

Students must notify the Dance Office of anticipated absences as a courtesy to the faculty members; however, this does not exempt the student from payment as contracted. There will be no make-up lessons for student absences. However, if the Trudl Zipper Dance Institute must cancel a scheduled class for any reason, a makeup class will be scheduled. If the student misses the make-up class, no second opportunity will be given.

Contact with Faculty and Deans

In an effort to give any issue brought to the attention of our faculty our undivided attention, please do not attempt to speak with faculty in between classes or in the Colburn hallways during their break time or in between classes. Faculty and deans can be reached at their Colburn email addresses and face-to-face meetings can be arranged by appointment. NO PARENTS ARE ALLOWED IN THE STUDIOS UNLESS INVITED.

Dismissal

The School reserves the right to dismiss or not invite back in a subsequent year any student for the following reasons:

- Lack of interest or progress
- Frequent absences (including more than three consecutive missed lessons)
- Frequent tardiness
- Behavioral problems
- Failure to abide by School policies
- Delinquency in payment of fees
- In cases where students are viewed as disruptive, uncooperative, or detrimental to the progress of the class, a faculty member may request that individual students either be removed from the class or not permitted to register. In all cases, the Dean shall decide whether a student should be dismissed, if a warning notice should be issued prior to dismissal, and/or if a parent-teacher conference is required.

Notices

During the term, the School communicates with students and parents mainly by email, as well as by posting notices outside the dance studios at the School. Students and parents are responsible for reading all emails and posted notices. Please note that although the posted Schedule of Classes is accurate at the time of printing, the School reserves the right to reschedule or cancel classes due to unforeseen circumstances or low enrollment. All such changes shall be posted and identified in ASAP Connected.

Room and Schedule Changes

Changes to class schedules and room assignments are posted on the bulletin board outside the studios, within ASAP Connected and will be emailed.

Child Supervision

The Colburn School is an accredited institution offering instruction in the performing arts; the School does not provide day care services. Parents are responsible for their children, and must provide adequate supervision within the School and on the School grounds.

Suspension

Delinquency in payment of tuition and fees may result in suspension of a student's enrollment. Suspended students shall not be allowed to attend classes, rehearsals, or lessons; instruction shall be resumed only upon full payment of any balance due. There will be no credit or make-up for any lessons or classes missed because of suspension.

Add/Drop/Withdraw from a Class

The registration procedures at the Trudl Zipper Dance Institute are designed to place students in appropriate levels through auditions, and other evaluation methods. These procedures help to minimize enrollment in inappropriate courses, and so minimize the need to drop lessons and classes.

The withdrawal/drop period allows students to make changes to their enrollments within a specific time frame.

Add a Course

If a student is already registered, the first step to adding a course is to complete any placement and audition requirements and then to register at ASAP Connected. In the event that the registration period is over and closed, a request may be made to the Dance Office to add a class. Late registration requests will be considered on a case by case basis and approval will be at the discretion of the TZDI Dean.

Drop or Withdraw from a Course

- The parent/student must contact the Dance Office to request to drop a class.
- Once receipt is confirmed by the Dance Office, the drop request will be reviewed by the Dean.
- The student is eligible for a 100% refund of tuition if written request was submitted to the Dance Office PRIOR TO THE BEGINNING OF THE SECOND WEEK OF CLASSES.
- Between weeks 3 and 8, the student may be eligible for a refund of tuition up to 75%.
- Between weeks 9 and 17, the student may be eligible for a refund of tuition up to 50%.
- Between weeks 18 and 20, the student may be eligible for a refund of tuition up to 25%.
- Beginning the start of week 21, no refunds will be given.
 - For the purposes of this schedule, a "week" is defined as Monday through Sunday
- **Summer Session** no refunds after the first day summer session classes begin

Informing an instructor of a decision to withdraw, stopping payment, or not attending class does not constitute a withdrawal. Exceptional requests for refunds due to a family or medical emergency may be made in writing to the Dean within 14 days of the missed class and must include appropriate documentation. There is no guarantee that a full refund will be approved due to a family or medical emergency.

- If the student is no longer enrolled in any other classes, all parking decals and key cards must be returned to the School as soon as possible. The items may be returned in person at the cashier window or sent to the Colburn School c/o Accounts Payable. Any refund checks will be withheld until these items are returned.

Exchanging Courses

Occasionally a teacher may recommend that a student enroll in a different class than the current one (for example, when a student is more advanced than the rest of the class). It is the parent's responsibility to contact the Dance Office in these circumstances, noting both the class to be dropped and the class to be added. All changes that result in a tuition charge or refund/credit require the approval of the dean/associate dean; approval is not required if the change in class results in no change of fee.

Refunds and Credits

A "refund" is defined as tuition paid that is returned to the student. A "credit" is an amount carried on account over and above what the student owed the School. Any refund or credit of tuition already paid must be approved by the dean.

Refunds

Refunds generally are given for medical or family emergencies only. As part of the withdrawal from a class process, the parent/student should indicate whether they wish to have a refund check issued or credit posted to their account. In some cases, only a credit (not a refund) will be allowed.

Credit

whether from a drop/change of class or from an over payment, credit is kept on the student's account for a limited period. In order to encourage continued enrollment, credit of \$10 or more earned in any fall semester will be kept on account until approximately one month into spring semester. If the student has not enrolled by that time, a refund check will automatically be mailed to the student/parent. Any credit under \$9.99 that is not used by then will be retained by the School. If the credit appeared on the student's account in the spring or summer terms, it will be carried approximately one month into the fall semester, after which time it will either be refunded or retained.

Standards of Conduct and Liability Policies

Discrimination

The Colburn School does not discriminate on the basis of race, color, nationality, gender, sexual orientation, ethnic origin, or religious belief in its admission, retention, student aid, scholarship, or other educational policies.

Harassment and Deportment

The Colburn School does not tolerate harassment in any form. Parents or students who have cause for complaint should contact any member of the administrative staff. It is a policy of the School that faculty, staff, parents, and students treat each other with courtesy and mutual respect. A professional atmosphere reflects the high expectations of the School, and creates a standard that supports learning and growth. Students have the right to an environment free from discrimination, harassment, and bullying.

Conflict Resolution

If a conflict arises amongst TZDI students and/or families or there are concerns to be raised about a faculty or staff member, the Colburn Dance Office, dean or Provost should be notified immediately and an appointment made with the appropriate Colburn staff member to resolve the conflict.

Problems

If problems arise (e.g., financial, instructional, personal), it is the responsibility of the parent and/or student to notify the Dean. Every effort shall be made to respond to individual needs and to resolve problems appropriately.

Indemnity

Students and parents agree, for the student, the parent, the parent's spouse, and their respective heirs, assigns, and legal representatives, to indemnify, defend, and hold the Colburn School and its parties harmless from and against any and all damages (except damages caused solely by the gross negligence or intentional misconduct of the Colburn School parties) that may be incurred or sustained by the Colburn School parties arising from or related to any injuries to the student, or the student's acts or omissions.

Personal Property/Security

The Colburn School is not responsible for the loss of, or damage to, personal property. Students and parents are advised not to leave items unattended; this includes musical instruments. Coin-operated day lockers for securing personal belongings are available for student use. Studios are not to be used for storage.

Touching Policy

Participation in dance does involve physical contact by instructors in the course of teaching for the purpose of illustrating what is being taught. By enrolling at the School, students and parents consent to such appropriate contact.

Building Policies

Lockers

The Colburn School is not responsible for loss or damage to personal property. The School provides day lockers in which students can place personal belongings on the lower level of the Grand Building and on the second level of the Olive Building. These lockers are coin-operated; the cost is 50 cents per day. Lockers are for day use only, not overnight storage. The School emphasizes that personal belongings should not be left in the practice rooms or lying about the building.

Parking Policies

The Colburn School issues parking permits as part of registration. These permits are required to park in the School's parking structure, and to receive a discount at other locations (as described below). A parking permit does NOT guarantee a parking space.

Lost parking permits may be replaced for a \$10 fee.

Available Parking

Grand Building

On a daily basis, parking spaces will be reserved for TZDI parents and students in the Grand Building parking structure. These reserved spaces will be in a clearly indicated location. Use of these reserved spaces is on a first-come, first-served basis. If all spaces are occupied, drivers must park elsewhere.

A Colburn School parking permit must be clearly displayed. If the permit is not displayed, the vehicle will not be allowed to enter the parking structure. A parking permit is valid for use only in conjunction with attendance at the School. It is not transferable to any other party or for general parking use. Permits are valid for the academic year in which they are issued (fall, spring, and summer terms).

Students may pick up parking permits at the time of registration or, if registering by mail, when picking up the registration receipt prior to the first class/lesson.

The speed limit in the parking structure is 5 mph; this speed limit is strictly enforced.

Repeated violations of these policies may result in the loss of parking privileges, having the parking permits revoked, and/or having the offending vehicle towed.

All parking is at the driver's own risk. The Colburn School is not responsible for damage to vehicles parked in its parking structure.

PCI Lot 3

If you choose not to wait in line, discounted parking is available to Colburn students at Joe's Parking Lot #140, space permitting, (Olive St. and 2nd, entrance on southeast side of Olive).

- Lot hours: Daily 7 a.m. – 9 p.m. (Gate left open for exiting until appx. 11 p.m.)
- Flat rate with validation: \$4 Weekdays after Noon / \$6 Weekends
- Purchase options:
 - Purchase validation sticker in advance from Colburn cashier's office and present to parking attendant when first arriving at Joe's Lot (*strongly suggested*), OR
 - Pay posted rate upon arrival at Joe's Lot, purchase sticker at Colburn, then present validation sticker to the attendant when exiting lot to receive refund.

Street Parking

Street parking around the Colburn School is limited, and the city does ticket parking meter violators. The Colburn School is not responsible for parking tickets.

Olive Building

Trudl Zipper Dance Institute students and parents may not park in the Olive Building garage at any time.

Studio Policies

- Food and drink are prohibited in the dance studios at all times, with the exception of bottled water.
- Items must NOT be placed on top of pianos. This includes instrument cases, and especially water or liquid of any kind.
- Violations of practice room policies will be noted and students will be disciplined.
- Dancers may remain in the studio after their class up to ten minutes if there is no incoming class that needs the space.

Cell Phone and Media Capture policies (filming)

- Cell phones must be placed in the designated receptacle when entering every dance studio. Cell phone use, including filming any media capture, inside the dance studios is strictly prohibited unless otherwise explicitly permitted on a case by case basis by the faculty in charge.
- Dancers may remain in the studio after their class up to ten minutes if there is no incoming class that needs the space.

Performance Decorum

Since part of the School's mission is the training of performers, the following rules relating to student performances have been put in effect:

- All members of the audience are expected to remain seated for the entire recital/performance. It is not appropriate to leave after a friend or child performs if the entire performance has not yet ended. Parents should also consider the ability of very young children to sit quietly through an entire program and plan accordingly.
- All performers must arrive at designated time, but not later than one hour prior to the scheduled performance time. Upon arrival, they must announce their presence and officially check in with the appropriate adult in charge. Performances start ON TIME.

- All costumes must be handled carefully and respectfully and rehung on hangers properly and completely intact at the end of every performance. No eating is allowed in costume and only water may be drunk while in costume.
- Recording of any TZDI performance is strictly prohibited due to copyright protections for music and choreographic material. Archival recordings may be made by the school for certain performances.

Concert Hall Policies

Zipper Hall and Thayer Hall are the Colburn School's two prominent public performance venues. Due to the nature of concerts in these halls, the School has developed specific policies for performances in these spaces. Audience members, whether Colburn School students, parents, faculty, staff, or guests, are asked to abide by these policies, and to understand that they are in place for the benefit of audience and performers alike.

Seating

It is highly recommended that audience members arrive early to secure seating for non-ticketed events. Ushers will be present at most performances in Thayer Hall and Zipper Hall to hand out programs, guide audience members, and ensure that seating of the audience is efficient and smooth. Tickets for paid performances and events are available for purchase at the Colburn School website and are general seating.

Late Seating

Once an event in Zipper Hall or Thayer Hall has begun, late seating, if allowed at all, will occur either after the first movement of the first work, or at the end of the first work during the audience's applause. Subsequently, latecomers will be seated during applause or at intermission only. Flat-screen monitors in the lobbies are provided so that latecomers may enjoy the performance before being allowed into the halls.

Ushers will seat latecomers quickly and quietly at the appropriate moment. Patrons are asked not to proceed to their seats unless an usher allows seating. The cooperation of our guests is appreciated. Our goal is to provide our artists and audience members with a professional performance, with as little distraction and disruption as possible.

Infants and Children

Formal public concerts (e.g., Distinguished Faculty Recitals, orchestra concerts, and guest artist events) are not appropriate for infants. Guests who bring very young children to attend concerts are advised to request seats at the rear of the hall, or to sit near the exits, as the normal movement of very young children is distracting to performers and other guests. This also allows quiet exits when young children are unable to sit quietly for an entire program.

Colburn's family-style performances (e.g., Suzuki recitals, Children's Choir concerts, winter and Spring Dance Concerts etc.) are more relaxed in atmosphere. However, we encourage parents to remove infants and very young children from the concert halls if they become disruptive. Ushers will request that parents remove very young children if they become a disturbance for other guests.

Laptop Computers and Electronics

Laptop computers are not allowed in Zipper Hall or Thayer Hall during concerts. Guests arriving with laptop computers will be asked to store the computers in their vehicles, but be advised that the Colburn School assumes no responsibility for these items. Cell phones and paging devices should be silenced prior to the start of any performance.

Video Taping and Photography

No videotaping or photography of classes, performances or private lessons may take place without prior permission provided on a case by case basis by faculty in charge.

Publicity

All students and parents (of those students under 18 years of age) give permission to the School to use the student's image (including video and sound recording) in promotional materials, marketing brochures, posters, flyers, video and televised publicity, the School website, social networking platforms, programs, and performances of the School, without restriction as to changes or alterations. Students and parents waive any right to inspect or approve image(s), sound, or finished versions incorporating images or sound, including any written copy that may appear in connection therewith. Students and parents agree that the Colburn School owns the copyright for these images and sounds, and waive any claims they may have based on any usage of the images or sound (recordings).

Medical Emergency Policy

In case of medical emergency, parents authorize the Colburn School to obtain whatever medical treatment for the student that the School deems necessary or advisable, and the parent agrees to bear all costs and expenses related to such medical treatment.

Wi-Fi Policy

The Colburn School provides free guest and academic wireless networks for the purpose of accessing the Internet for its students, faculty, employees, contractors/consultants, and guests/patrons. Use of the Colburn School wireless network is governed by all applicable local, state, and federal codes, laws, and regulations. All users are expected to use the network in a legal and responsible manner, consistent with the Colburn School's code of conduct and the educational and informational purposes for which it is provided.

Fee and Payment Policies

Tuition and Fees

Tuition for specific classes is listed on our Schedule of Classes. Any exceptions to listed fees should be discussed with the Dance Office. This includes shared private study and longer lesson lengths (by teacher approval only). Other fees charged are:

Late Fees

all students must register prior to the first day of class. A \$25 Registration fee will be assessed for any delay in registration.

\$25 overdue payments (after the 15th of the month).

Parking Permit Replacement

\$10 (charged to replace lost permits).

Returned Check Penalty

\$25 fee for returned checks.

Payment Plan Set-Up Fee

\$40 fee for year-long enrollment.

Payment Policy and Information

Payment of tuition and fees is expected in full at registration unless the student/parent requests a payment plan. The Colburn School accepts cash, checks, money orders, Visa, MasterCard, Discover, and American Express and all payments must be made through the ASAP Connect platform.

Outstanding Balances

If an outstanding balance exists from a previous term, the student may not register for a new term until 100% of the outstanding balance is paid in full. If a balance remains unpaid after attempts by School staff to collect payment, then the teacher shall be informed and shall deny the student entrance to the class. If it becomes necessary to engage the services of a collection agency or attorney to effect collection or to settle any dispute in connection with our payment policies, the individual who signs the registration form agrees to pay the collection agency or attorney fees, reasonable expenses, and costs as incurred. The individual who signs the registration form understands and agrees to these terms.

Returned Check Policy

The Colburn School believes that payments are made in good faith. Individuals who repeatedly fail to meet their financial obligations to the School may have their enrollment revoked. The Colburn School has adopted the following procedure in the case of returned checks:

- A student is considered “registered” when the School has received payment for tuition and fees. If a check is returned by the bank or if a credit card is rejected, then the student may be dropped from their classes/lessons.
- When a payment is not fulfilled by the bank, the School will notify the student/parent via phone.

- The student/parent must pay the amount of the check plus a \$25 penalty within one week of the phone call.
- If payment is not made, the student's registration will be cancelled.
- If payment is made after the student's registration is cancelled, the student must re-register at the prevailing rate.
- Students/parents whose checks are returned more than once will be required to pay all future registrations by money order or cash.

Payment Plan Options

Payment in full at the beginning of each term is encouraged. However, a payment plan is available to help students/parents meet their financial obligations. The terms are as follows:

Payment Plans

An eight-month payment plan can be arranged, provided an initial payment of 12.5% (1/8) of tuition is made through ASAP Connect. Students/parents who wish to take advantage of this option should complete the Payment Form, provided through ASAP Connect.

Summer Session Payment Plan

A two-part payment plan can be arranged for May-June. The terms of this plan are:

- 50% of total charges plus a \$20 set-up fee is due at the time of registration.
- The remaining 50% is due on July 1st.
- A late fee of \$25 will be automatically assessed if payment is not received by June 15. Subsequent monthly late fees are charged until payment is made in full.
- Camps/Workshops or classes that last one week or less must be paid in full and do not qualify for any payment plans.

Pro-rated Tuition

Students are strongly encouraged to enroll and begin classes only at the start of the year so that they are not behind in class curriculum. However, on a cases by case basis and with prior approval of the Dean, students may be invited to enroll after week 4 of the program and be charged tuition on a pro-rated basis. Any enrollment within the first 4 weeks of the program will be charged 100% of tuition. Class fees are not pro-rated for the summer session.