



**That's Entertainment**

PERFORMING ARTS

2023 - 2024

# TEPA Student Handbook

342 W COLFAX ST. PALATINE, IL

847-496-7337 CALL

847-572-8372 TEXT

# WELCOME TO TEPA

## Who We Are

We are a professional training ground in all areas of the performing arts, striving to create well-rounded and confident performers in a fun and positive environment! At TEPA, students will receive top-notch technical instruction from industry professionals, preparing them for the world of auditions, performances, competitions, and more! It is our goal to make every student feel welcomed, accepted, and valued. We strive to create an inclusive environment for all who walk through our doors!

## Our Structure

The TEPA schedule is structured in two sessions: a nine-month session running September to May, and a two-month session running June and July. Students will enroll for the entire school year session, but may request account freezes or withdrawals should conflicts arise. Our first semester focuses on building technique while the second semester adds choreography and performance elements. Our summer session is designed for technique, enhancing skills, and fun classes and camps!



# CONTACT INFO

## Email

info@thatsentertainmentperformingarts.com

## Phone

847-496-7337 call

847-572-8372 text

## Address

342 W Colfax St. Palatine, IL 60067

## Website

www.thatsentertainmentperformingarts.com

# CUSTOMER PORTAL

Every customer has an online account that is created upon registration. To log in, click on the login link on our website. If you have forgotten your password or need to set one up, click on the password link.

The Customer Portal allows you to manage a variety of tasks from your online account including enrollment, payments, store purchases, and more!

For questions relating to the Customer Portal, please contact the TEPA office.

## **Enroll in Class**

View real-time class and lesson schedules  
Enroll in classes and drop-ins  
View class suggestions

## **Manage Students**

Add or edit each student info  
View student schedules

## **Payments**

Make payments online  
View account history  
Enroll in Auto Pay & edit payment info

# IMPORTANT DATES

## **September 2023**

First Day of Full Session: September 5th

## **October 2023**

TEPA OPEN: October 9

TEPA CLOSED: October 31

## **November 2023**

TEPA CLOSED: November 19-26

Labor Day Makeup Day: November 20

Halloween Makeup Day: November 21

## **December 2023**

TEPA CLOSED: December 19-January 7

## **January 2024**

TEPA CLOSED: January 1-7

TEPA OPEN: January 15

## **February 2024**

TEPA OPEN: February 19

## **March 2024**

TEPA CLOSED: March 24-31

## **May 2023**

Last Week of Session: May 12-18

Recital Dress Rehearsals: TBA

Recital: TBA

# PERFORMANCE DATES

## **Holiday Shows**

### **Dance Teams & Theatre Groups**

Saturday, December 16, 2023

1:00, 2:30, 4:00

## **Private Lesson Showcase**

### **Private Lesson Students (non-competitive)**

Thursday, May 23, 2024

7:00pm

## **Performing Arts Recital**

### **Dress Rehearsals**

TBA

## **Broadway Kids Performance**

Monday, May 20, 2024

6:00pm

## **Theatre Troupe Performances**

Friday, May 24, 2024 at 6:00pm

Saturday, May 25, 2024 at 1:00pm

## **Teen Theatre Ensemble**

Tech Week: Tues May 28-31

6:00-9:00pm

Shows: Saturday June 1, 2024

3:00pm & 7:30pm

## **Performing Arts Recitals**

TBA



# GENERAL POLICIES

## Registration

All students must be enrolled via an online account. An annual registration fee of \$25 per family will be due at the time of registration. This fee does not apply to the summer session

## Enrollment Deadlines

Students can enroll at any time. Students who do not wish to participate in spring performances should notify the office by February 1st to avoid additional performance fees.

Competition students must enroll by October 1st.

## Communication

TEPA utilizes primarily email and texts to communicate with parents and students. If you choose to opt out of email and/or text communication you may miss out on important notifications. Parents and students are also encouraged to join the studio Band app to keep up to date with all studio announcements.

## Class Cancellations

One cancelled class per semester (two per session) is built into the regular tuition rate. If more than two cancellations occur during the course of the session, a makeup class will be scheduled. Classes cancelled due to weather or other acts outside of TEPA control will not be made up.

## **Photos/Videos**

TEPA reserves the right to use all student photos and videos acquired during classes, lessons, or performances for promotional or marketing purposes. This may include postings on social media, our website, handbooks, and flyers. If you prefer you/your child not be photographed or videotaped, please opt out in your portal account.

## **Child Supervision**

Non-enrolled students are not permitted in the studios or student lounge areas. Children should not be left unsupervised in the waiting room. Students waiting in the hallways, waiting room, or lounge should be respectful and non-disruptive or they will be asked to leave.

## **Parking**

TEPA has four reserved parking spaces in front of the building during daytime business hours. Additional non-reserved parking is located on the north end of the building and at the back entrance.

Daytime attendees may also park in the adjacent post office parking lot.

Reserved parking does not apply to evening classes after 5:00pm.

## **Pickup/Dropoff**

Parents should drop off students no more than 15 minutes prior to their class time and they must be retrieved promptly upon class ending. Parents should avoid lining up cars in front of the building and should utilize available parking spaces. Parents and students are to use the front door exclusively for pickups/dropoffs.

## **Parent/Student Behavior**

Parents and students should address TEPA instructors and staff as "Ms." or "Mr." followed by their first name. Students should be prepared to accept constructive criticism from their instructors to aid in their development and progress. Any behavioral problems at the studio including disruptive behavior, inappropriate language, horseplay, or disrespect towards instructors or students will result in removal from class and may result in dismissal from the studio.



# TUITION & PAYMENTS

Total tuition for the school-year session is divided evenly over 9 monthly installments. Each installment is the same regardless of the number of weeks in a particular month.

## **Tuition Installments**

Tuition payments will be posted to the student's account on the 25th and payment is due on the 1st of each month. September's tuition payment will be due upon initial enrollment. Email reminders are sent each month when tuition is due. Monthly tuition does not include required clothing items, costumes, recital tickets, class supplies, additional private lessons, competition fees, or transportation.

## **Late Enrollments**

Students who enroll after the start of the session will pay a pro-rated tuition amount based on the enrollment date for the first installment only. The pro-rated tuition and registration fee are due upon enrollment.

## **Summer Tuition**

Tuition is due in full upon enrollment for the Summer session. There is no registration fee for these sessions.

## **Making Payments**

Payments can be made in the Customer Portal either through Auto Pay or manual payment. Auto Pay may be set up with a credit/debit card or bank account. Those who wish to pay with a physical check or cash should submit payment to the front desk before the 1st of each month.



## **Rates**

TEPA is a private organization and rates are subject to change.

## **Refunds**

TEPA does not issue refunds except in the case of the 30 day withdrawal period or a billing error. Account credits will be applied in all other cases and can be used for tuition payments, team fees, merchandise, or any other studio fee.

## **Late Fees/Returned Checks**

Return check fee: \$25

Late tuition fee: \$10 applied after 7 days of overdue tuition

Costume payment late fee for rush orders: \$40

## **Overdue Balances**

If tuition becomes 7 days overdue, student attendance is suspended until tuition is paid. All missed classes/lessons count as an absence during this period. A \$10 late fee will be applied.

Students with a tuition payment that is overdue for 15 days will be dropped from the class/lesson and an invoice will be sent for the remaining balance due.

## **Tuition Freezes**

Tuition may be frozen for students who are injured, have a long-term conflict, or have a significant financial hardship and are unable to attend for a time. To apply for a tuition freeze, please contact the front desk. Freezes take effect on the 1st of the month. Tuition freezes are not applicable for private lessons, Summer session, or Start With the Arts sessions.

## **Withdrawals**

Students may withdraw from a class or lesson at any time by completing a withdrawal form on the TEPA website before the 1st of the month when tuition is charged. Tuition will continue to be charged until a withdrawal form is received. No refunds or credits are given for costume or performance fees, or tuition that was already paid.

## **30-Day Withdrawal Period**

Students who choose to fully withdraw from all classes and lessons within 30 days of their initial enrollment date will receive a refund of their registration fee and any costume/recital fees. Costume/recital fees cannot be refunded after February 1st.



# GROUP CLASS POLICIES

## **Class Levels**

Students should enroll in the class that matches their grade level. For Dance Teams, auditions will determine placement. Students may be placed in a level different from their grade as determined by instructors, and classes may be combined depending on enrollment.

## **Pre-Approval**

Instructor approval is required for enrollment in Pro Kids Advanced Dance, or to move up a level in any technique class. Please contact the office for approval and/or to schedule an assessment. New students who are unsure which level best suits them should schedule an assessment.

## **Drop-in Classes**

Several group classes will be designated as drop-in classes.

Students do not need to enroll for a full session, but they can select the dates they choose to attend. Students must enroll in a drop-in class and submit a payment through the Customer Portal prior to attending class. Students who arrive and are not enrolled will be asked to go to the front desk to complete enrollment.

Drop-in students will be eligible for spring performances as long as the office is aware by February 1st of their desire to participate and they pay the applicable fees.

## **Parent Viewing**

Parents are not permitted to watch classes or lessons from the dance studios or lesson rooms. The waiting room will show a live feed of each studio for viewing. Parents may be allowed into the dance studios on specific viewing days throughout the year.

## **Class Procedures**

Students should check in at the front desk prior to class. Studio doors will be closed once classes begin.

Students should wait quietly in the waiting room, hall, or student lounge areas for classes to start and should enter upon the doors being opened.

## **Attendance & Tardiness**

Students who need to miss a class should notify the studio as early as possible via email or phone call. Students who miss more than 2 classes per semester may be required to purchase a private lesson to catch up on material. Students who miss four consecutive classes will be dropped from the class.

Students arriving more than 10 minutes late may be asked to observe class only for safety reasons. Excessive tardiness on a continual basis may result in removal from the class.

## **Makeup Classes**

Students are able to make up missed classes by attending another class in their level or below within two weeks. To schedule a makeup class, please contact the office.

## **Injuries**

Students who are injured and unable to attend classes for more than three weeks may have their tuition frozen by presenting a doctor's note. Tuition will be pro-rated for the weeks they were able to attend, and will be pro-rated when they resume classes. Students will need to produce an 'all clear' note from a doctor to resume classes. Refunds will not be issued for costumes that are already ordered.

## **In Class Injuries**

Students who are injured or become ill during class time will need to sit out and contact a parent. Students who request an ice pack will need to sign one out from the front desk.



# DRESS CODE

Parents and students should review the Dress Code below to ensure that students are outfitted with the required apparel for all classes. Students that are not dressed appropriately for class according to the Dress Code will be asked to observe class only, or purchase items from the front desk. Students should be prepared to purchase several pairs of dance shoes throughout the year. Jazz shoes and tights should be purchased in a color most closely resembling the student's skin tone. Students with sensitivities to certain required garments should contact the office for approval on alternate attire.

## Ballet

Girls/Women:

- Leotard & Tights ONLY
- Ballet skirts are permitted at the barre
- Ballet Shoes

Boys/Men:

- T-shirt or tank top
- Sweat pants or athletic shorts
- Ballet shoes

Non-Binary:

- Choose the attire that best suits you following our guidelines. Feel free to contact us with questions.



## Lyrical/Dance Teams

Girls/Women:

- Leotard, tight-fitting tank, or sports bra top
- Tights, leggings, or athletic shorts
- Ballet skirts are permitted at the barre
- Ballet Shoes and Lyrical half-sole shoes (no socks)

Boys/Men:

- T-shirt or tank top
- Sweat pants or athletic shorts
- Ballet shoes and Lyrical half-sole shoes (no socks)

Non-Binary:

- Choose the attire that best suits you following our guidelines. Feel free to contact us with questions.



## **Musical Theatre Dance**

- Leotard, tight-fitting tank, or sports bra top
- Tights, leggings, or athletic shorts (no jeans)
- Jazz shoes & black Tap shoes

## **Acro**

- Leotard or tight-fitting tank top/t-shirt
- Tights, leggings, or athletic shorts
- Bare feet

## **Hip Hop/Pop Hoppers**

- T-shirt or tank top
- Sweatpants, leggings, or athletic shorts
- Clean sneakers (no street shoes)

## **Pro Kids**

- Leotard, tank top, or tight fitting t-shirt
- Tights, Sweatpants, leggings, or athletic shorts
- Ballet shoes, jazz shoes & tap shoes

## **Theatre Classes**

- T-shirt, tank top, or athletic top
- Sweatpants, leggings, or athletic shorts
- Jazz shoes

## **Adult Jazz/Tap**

- Leotard, T-shirt, tank top, or athletic top
- Tights, leggings, or athletic pants/shorts
- Tap shoes and Jazz Shoes

## **Hair**

Long hair should be secured away from the face in a bun or ponytail. Short hair should be clipped back as needed so it does not fall into the face or eyes.

# PRIVATE LESSON POLICIES



## Absences

Absences must be reported to the office 24 hours prior to the scheduled lesson time. Without 24 hours notice, lessons will not be eligible for a makeup and no refunds will be issued. This also applies to drop-in lessons and scheduled makeup lessons. Students who have more than 3 absences per semester may not be eligible for performances without purchasing additional lessons. Students with four consecutive absences will be dropped from the lesson.

## Makeup Lessons

In the event of an absence or instructor cancellation, makeup lessons will be held during the makeup week at the end of the session. Students are permitted two makeup lessons per semester. Absences that persist beyond that will not be made up. All makeup lessons must be scheduled by the office.

## Enrollment

Students can enroll in a recurring weekly private lesson, meaning they have a reserved spot each week. Some lesson slots may be available for drop-in lessons. These will not be reserved each week, and students must continually enroll for drop-in lessons as needed. Both weekly and drop-in lessons must be scheduled in the online Customer Portal.

## Drop-in Lessons

Drop-in lessons must be scheduled in the Customer Portal by selecting the desired lesson time and selecting the dates a student wishes to attend. Lessons must be scheduled 2 days in advance. The lesson will not be considered reserved until payment has been processed. There are no refunds for missed drop-in lessons, and no makeups. Drop-in students may participate in spring performances with instructor approval if the office is notified prior to February 1st.

## Conflicts of Interest

Students enrolled in a weekly private lesson will not be permitted to take private lessons of the same discipline outside of TEPA. Teaching methods can vary greatly from studio to studio, and may hinder a student's development.



# PRIVATE LESSON SHOWCASE & RECITALS

## The Shows

*Private Lesson Showcase*

TBA

-For all non-competitive private lesson students

*Performing Arts Recitals*

TBA

-All recreational classes, Dance Teams, and competitive soloists

## Participation

There is no registration deadline for recital participation, however costumes may not be available if it is very late in the season. Drop-in students can elect to participate as long as the office is notified by February 1st and the instructor approves. Students who wish to opt-out of the performances must do so by February 1st to avoid additional fees.

Dance Team and TTE members are required to participate.

## Recital Fees

Recital fees will be posted with February's tuition installment (Performing Arts Recital participants only). Unpaid fees will result in a student not being able to participate in the recital.

## Costumes

Dance students participating in the Performing Arts Recitals will be charged \$80 per costume. Most classes will require one recital costume, but there may be some classes that require two.

Parents will be made aware prior to the fees being posted. Voice & piano students participating in the Private Lesson Showcase will not be billed for a costume, but can discuss appropriate attire with their instructor for their performance.

## Performance Fee

A performance fee of \$10 will be assessed per student for the Performing Arts Recitals. This fee is not applicable for the Private Lesson Showcase.

## Photos & Videos

Photos and videos for the Private Lesson Showcase will be distributed at no extra cost. Videos for the Performing Arts Recital will be distributed at no extra cost and photos can be ordered through our photographer for purchase. Photos will be taken at the Dress Rehearsals

## **Shoes & Tights**

Shoes and tights will be specified per dance and must be purchased separately from the costume fee. Both can be purchased through the TEPA front desk store. Jazz shoes and tights should be purchased in colors that most closely resemble the student's skin tone.

## **Costume Fit & Tailoring**

Costumes must be tried on immediately upon receipt. We are able to return costumes due to improper fit within 20 days. If a student is not in attendance and does not try on the costume within that time frame, a new costume will need to be purchased at the \$80 cost, plus a \$40 rush shipping charge, if the original costume does not fit.

Costumes that are slightly big may need to be tailored. Parents can take the costumes to the tailor of their choice, or utilize our Costume Mistress for tailoring needs. Tailoring jobs will be quoted in advance by the Costume Mistress.

## **Hair and Makeup**

Students will be provided a hair and makeup guide for the recital and must wear full hair and makeup to all dress rehearsals and performances. Makeup and hair products are at the students' expense.



## **Attendance/ Rehearsals**

Attendance in classes and lessons is mandatory the last week of the session prior to recital. Dress rehearsal is mandatory for all students participating in the recitals. Students with unexcused absences during that week of classes or the dress rehearsal will not be permitted to participate in the recital.



# SAFETY & WAIVERS



## **Release of Liability**

All parents and students of TEPA are aware that there are risks of physical injury or illness associated with activities at TEPA, performances, and/or rehearsals, and are willing to assume those risks. In recognition of this acknowledged risk, it is agreed that That's Entertainment Performing Arts, its officers, agents, employees, instructors, and associates are not responsible for personal injury/illness or personal loss. Students and parents have read and understand the studio policies and agree to abide by them at all times.

## **Medical Authorization**

TEPA, its owners 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/student understands that it is his/her responsibility to provide accurate payment information, and to update credit card information and payment frequency preference via the Customer Portal. Questions and disputes regarding payments, refunds, or account accuracy should be directed to the office. Parents/students agree not to chargeback fees for tuition, costumes, class/lesson supplies, or competition fees.