

Payment and Withdrawal Policies

Regular Session 2018-19



Payments

Payments can be made by cash, debit, credit card, certified cheque, and money order. Personal cheques will not be accepted. Patrons paying by cash and/or debit must pay in full. When applicable, post-dated payments may be arranged by Credit Card ONLY. Notification of a change to Credit Card number or other information must be given five (5) business days in advance of payment date, otherwise, a NSF (non-sufficient funds) charge of thirty-five dollar (\$35.00) will be applied.

Insufficient Funds & Outstanding Accounts

There will be a thirty-five dollar (\$35.00) charge for all NSF/Outstanding Accounts. Patrons will be notified about NSF/Outstanding Accounts by phone, mail, or email. Payment in full, including the NSF/Outstanding Account charge, will be due before the student's next class. Within one week of notice, the student will not be permitted to attend class until payment is received.

Registration Fee

The twenty-five dollar (\$25.00) Registration Fee is non-refundable.

Payment Plan Fee

The twenty-five dollar (\$25.00) Payment Plan Fee is non-refundable.

Boys Tuition

Male students ages 3-15 as of December 31, 2018, are eligible to receive tuition at a subsidized rate. Subsidized boys classes are non-refundable.

Withdrawals

Withdrawal policies are in effect from the date on which a student's registration is submitted. Withdrawal Notices must be submitted IN WRITING to the attention of:

The Royal Winnipeg Ballet
Attn: School Office
380 Graham Avenue
Winnipeg, MB R3C 4K2
school@rwb.org

Withdrawal Notices must include the date of withdrawal, name of the class/program from which the student is withdrawing, and the reason for withdrawal.

Throughout the duration of the program, should any changes occur in a student's medical situation which may jeopardize their well-being or that of others, the student may be referred to the RWB Medical Team for assessment. Upon medical assessment, it may be recommended that the student be withdrawn from the program.

Refunds

Refunds must be processed with the same tender in which the class was purchased (e.g. the same credit card must be used to issue a refund made from a credit card purchase). If the same credit or debit card is unavailable, the School Office will request a cheque requisition, which may take 6-8 weeks to process. The School Office does not provide cash refunds (a cheque will be provided in these cases).

Refund Schedule

On or before October 1 Full refund for class withdrawals, with exception of the Registration Fee and Payment Plan Fees. All refunds will be subject to an additional twenty five dollar (\$25.00) Withdrawal Fee per class.

October 2-February 1 Withdrawal Notices will only be approved for a quarterly pro-rated refund if there is a medical reason, or if the student is moving outside of reasonable travel distance to the RWB Building. Supporting documentation is required in both instances, and the **quarterly pro-rated refund will be determined based on the date the documentation is received by the RWB School Office**. If the withdrawal is for medical reasons, the Withdrawal Notice must be accompanied by a letter of the student's attending physician within 30 days of the occurrence, outlining the medical reason for the withdrawal. Refunds will not be approved if a student attends classes after the date on the Withdrawal Notice. All approved refunds will be subject to a twenty five dollar (\$25.00) Withdrawal Fee per class. In all instances, the Registration Fee and Payment Plan fee (if applicable) will not be refunded.

On or before February 1 Movers & Shakers II ONLY:

Full refund for class withdrawals, with exception of the Registration Fee and Payment Plan fee (if applicable). All refunds will be subject to a twenty five dollar (\$25.00) Withdrawal Fee per class.

February 2 onwards **No refunds will be issued for any reason.**

ExplorAbility Withdrawal notices will be approved at any point in the ExplorAbility program. Refunds will be pro-rated per class.

Pro-Rated Withdrawal Schedule Pro-rated refunds will be determined based on the **date the Withdrawal Notice is received by the RWB School Office**, and cannot be back dated for any reason.

Withdrawal during QUARTER 1 75% refund October 2-November 5	Withdrawal during QUARTER 2 50% refund November 5-December 17	Withdrawal during QUARTER 3 25% refund December 18-February 1	Withdrawal during QUARTER 4 NO REFUNDS after February 1 st for any reason
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Class Changes

Request Form Students wishing to make a class change must submit their request through the School Office. With the assistance of School Office staff, a Class Change Request Form will be completed and forwarded to the appropriate teachers for review before going to the Recreational Division Principal for authorization. One Class Change Request Form must be completed per class. The RWB School reserves the right to refuse class change requests.

On or before October 1 No additional fee charged for processing class change requests.

October 2 onwards A Class Change Fee of twenty five dollars (\$25.00) will be charged per Class Change Request Form submitted. Fees must be paid in advance before consideration of the change request will commence.