

## Payment and Fees

- All Appalachian Performing Arts Studio Pro account holders are required to enroll in Auto Draft through our Studio Pro portal (Appalachian Performing Arts). This ensures a smooth and consistent payment process for tuition and other fees.

### Tuition & Billing Details:

- **Tuition** will be automatically drafted on the first business day of each month.
- All additional charges (e.g., costume fees, recital fees) will also be auto-drafted. Advance email notifications will be sent prior to any of these additional charges.
- Tuition is due no later than the 10th of each month. Payments received after the 10th will incur a \$10 **late fee**.
- Tuition reserves a student's spot in class for the month in which the payment is made.
- A 3% **convenience fee** applies to all online payments.
- **Multiclass Discount:** \$12.00 off each additional class.
- **Sibling Discount:** There is a multi-student discount for siblings of the same household. Two students receive 10% off total tuition. Three students receive 15% off total tuition. Four or more students receive 20% off of total tuition. Students must be siblings of the same household.
- There is a \$10.00 **registration fee**. There is a \$5.00 registration fee for each additional sibling added to the account.
- **Costume Fees** may vary. This fee is required from all who plan to participate in recital and select performances and pays for costume only. This fee is nonrefundable.
- **Recital Fee** is \$40.00. Recital fee is required annually from all who plan to participate in recitals and goes toward venue, award, licensing, etc. This fee is nonrefundable.
- **Make-Up Lesson Fee:** There is a \$15.00 Fee for all Make-Up Lessons.
- Tuition and fees are nonrefundable and nontransferable.
- While all payments are made online through Studio Pro, we allow one exception to our no-cash/check policy:

Account holders may choose to pay the full remaining tuition for the entire dance season (from present date to May 31st, 2026) upfront by cash or check. This payment must be made in full at the studio and is non-refundable under any circumstances. This option applies to tuition only and does not cover additional fees (such as costume, recital, or camp fees).

### Account Management:

- If an auto draft fails (due to insufficient funds or other issues), it is the account holder's responsibility to log into Studio Pro and manually make the payment.
- All account holders agree to check their Studio Pro notifications and balance weekly.
- All payments must be made online through Studio Pro. We no longer accept cash or checks. We do not accept debit or credit cards in person.

### Participation Requirements:

- Students must have a \$0 balance to participate in classes, camps, performances, and recitals.

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- Families are eligible for multi-class and sibling discounts, which are automatically applied when students are registered under the same Studio Pro account.
- Refunds are not available for any classes, private lessons, workshops, camps, or other services.

**Fee Overview:**

- **Registration Fee:** Due at the time of registration.
- **Monthly Tuition:** Reserves your dancer's spot in class each month.
- **Costume & Performance Fees:** Required for select performances and recitals (fees may vary).
  
- Invoice reminders will be sent via email, and may also be posted in our Facebook group and the Studio Pro portal.
- **Withdrawing or Changing Participation:**
- If a student/account holder wishes to withdraw from a class, the account holder must do so through the Studio Pro portal. Tuition and fees will continue to be charged until the student is officially withdrawn.
- If your dancer will not participate in recital, it is your responsibility to select the "No Recital" option in your account to opt out of costume and performance-related charges.
- Tuition, fees, and costume payments are non-refundable and non-transferable, regardless of missed classes or early withdrawal.

**Studio Pro Account Responsibility**

- Each Studio Pro account holder is responsible for maintaining the confidentiality of their login information and password.
- Appalachian Performing Arts cannot reset passwords or log in on your behalf; account management is handled directly through the Studio Pro platform.
- Account holders agree to check their Studio Pro account at least once a week and ensure all balances are paid by their due dates.
- If you experience any issues accessing your account or logging in, please contact Studio Pro support immediately for assistance: support@gostudiopro.com

**Expectations and Etiquette**

**Punctuality:**

- Students are expected to arrive on time and ready to participate. Please notify the instructor ahead of time if your child will be arriving late or leaving early.

**Withdrawal:**

- It is the parent's responsibility to formally withdraw their child by removing them from the class list in the Studio Pro portal app or website. This ensures that tuition and fees stop accordingly.

**Dress Code & Preparation:**

- Students must follow dress code and come prepared with proper attire and securely tied-back hair. See the full dress code for details. Students not dressed to code may

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receive a warning or be asked to sit out. Repeated violations may result in withdrawal from the class.

**Dance Bag & Personal Items:**

- Each student is required to bring a “dance bag” to carry all shoes, clothing, and personal belongings. Cell phones and other devices must stay in dance bags during class unless the instructor gives permission. Any distracting items—including phones, gaming devices, bracelets, fidget toys, or dolls—will be placed in the student’s bag or held by the instructor until class ends. If cell phone or electronic use becomes a frequent distraction, the student will be asked to place their device in the designated phone basket until the end of class.

**Hydration:**

- Dancers are encouraged to bring a labeled water bottle. Water is the only drink allowed in the classroom.

**No Gum or Food in Class:**

- Chewing gum is strictly prohibited during class.
- Snacks and food must be kept inside dance bags and are not allowed during class time unless special permission is given.
- If a student is caught with food, gum, or a drink other than water during class, it will be discarded immediately.

**Arrival & Supervision:**

- Appalachian Performing Arts is responsible for students only during scheduled class times. Students are to arrive no more than 5 minutes before scheduled classtime. Early drop-off or late pick-up requires prior written approval from the instructor. The studio is not responsible for students who leave the building unsupervised.

**Communication:**

- Parents will be contacted by the phone number provided on the student’s studio pro account if a child needs to be picked up early due to significant conduct concerns, policy violations, or for any other reason.

**Student Attire**

- All students are required to adhere to the dress code outlined in our official dress code document. Please review this document carefully to ensure compliance.
- No street shoes are allowed inside the studio rooms to maintain cleanliness and safety.
- New students will receive a three week “grace period” as they work to gather the necessary attire.
- Students will receive a first-time warning if they fail to follow the dress code.
- Continued failure to comply with the dress code may result in the student being asked to sit out of class until proper attire is worn.
- Separate dress code requirements apply for recitals and performances. These guidelines will be provided well in advance of the event.
- Failure to adhere to recital or performance dress code standards may lead to the student being excluded from participation in the performance ensemble.

**Attendance**

- Attendance is recorded at the start of each class.

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- It is the responsibility of the student and/or parent/guardian to notify the instructor in advance of any absences or tardiness.
- Students with four or more absences may be required to attend a make-up class to maintain eligibility for recitals and performances. Contact your instructor for available make-up options.
- Regular attendance is required for all students participating in recitals, performances, and public showcases.
- Regular attendance is required for continued enrollment and participation in recitals or performances. Students who do not meet the attendance requirements may be removed from the class roster and will not be permitted to participate in scheduled performances.
- Exceptions for absences may be considered in the case of urgent matters. Please email the staff with details regarding the absence.
- Students with frequent absences—regardless of reason—may be deemed ineligible to participate in performances.
- To remain eligible for recitals, performances, and future class or camp enrollment, all absences must be made up in accordance with our policy.
- Unreported absences lasting 4 or more consecutive weeks will result in the student's automatic removal from the class roster. Students wishing to return will need to re-register and may be placed on a waitlist if the class is full.
- Registration closes on the final day of Christmas Break each season. After this date, no registration forms or reregistration forms are accepted until registration for summer dance begins.
- If no students are present within the first fifteen (15) minutes of a scheduled class, the instructor reserves the right to cancel the class for that day. No refunds are available.
- Drop-off and pick-up procedures may vary by age group or class. Please refer to class-specific instructions or speak with your instructor for guidance.

## Drop Off and Pick Up

- Children not enrolled in classes at Appalachian Performing Arts may not be dropped off or left unattended on the premises.
- The lobby is open for students 5 minutes prior to their scheduled class time.
- **First Steps students must be accompanied by one designated adult at all times while at the studio.**
- **Little Dancer students require an adult to remain inside the building for the entire duration of their time at the studio.**
- **Kinderdance students may be dropped off for class only if they do not require assistance with restroom visits, wardrobe adjustments, tying shoes, etc.**
- Level One, Two, and Three students may be dropped off independently if they are able to manage restroom visits, changing shoes/wardrobe on their own and demonstrate appropriate behavior consistent with young adults.
- Students must be dropped off and picked up promptly at the scheduled class times.
- Parents/guardians must ensure students are supervised before class begins and immediately after class ends.

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- If a student remains under the instructor's supervision more than 15 minutes after class ends, a late pick-up fee may be charged to the student's account.
- If a student is repeatedly left unattended before or after class, Appalachian Performing Arts reserves the right to suspend or remove the student from future classes or programs.
- Students under the age of 12 must be picked up inside of the lobby. Students under the age of 12 are not permitted to exit the building without a designated adult. Students under the age of 12 will be kept in the lobby until a designated adult arrives for pickup.
- For safety reasons, students of any age may be held inside the building at dismissal if a staff member deems it necessary—this may include concerns such as traffic, darkness, unfamiliar individuals outside, or other safety considerations.
- If your child is typically allowed to walk out on their own but does not come out as expected, please come into the lobby to meet them.
- Appalachian Performing Arts is a studio dedicated to performing arts instruction and is not a daycare facility. Staff members are responsible only for supervising students during their scheduled class times and are not available for supervision outside of these hours.
- If your child is of the appropriate age for drop-off and you choose to do so, please ensure that your child safely enters the building. Appalachian Performing Arts is not responsible for supervision or safety in the parking lot or outside the studio premises.
- Appalachian Performing Arts assumes no responsibility for children or students on the premises before, after, or between their scheduled class times. Parents and guardians are solely responsible for ensuring appropriate supervision during these times.
- If anyone other than the account holder is picking up a student, Appalachian Performing Arts must be notified in advance by email or with a written note submitted at the front desk.

## Recitals and Performances

- All recitals and performances are optional.
- If one chooses not to participate in the recital, the account holder is responsible for deselecting the recital option in Studio Pro.
- The student's account holder is responsible for purchasing all required costumes, attire, and any other items necessary for each performance.
- Costume payments are non-refundable.
- Recital fees/performance fees are non-refundable.
- To be eligible to participate in a performance, a student must be enrolled for at least five months prior to the event (At director's discretion, a new student may be added).
- Frequent absences leading up to a performance may result in the student being ineligible to participate.
- Attendance at the entire duration of studio rehearsals and all dress rehearsals is mandatory for participation in recitals.
- Both the recital fee and costume fee must be paid in full prior to the student's participation in any recital.
- The account holder's balance must be at \$0.00 in order to participate in performances/recitals.

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- A student's participation in a performance or recital may be revoked at any time by a staff member, with the director's approval, for failure to comply with the code of conduct, posing a safety risk, or for any other reason deemed appropriate by the staff.
- Participation in performances is a privilege, not a guarantee. Students must demonstrate consistent attendance, a positive attitude, and readiness to perform.
- A "Recital Packet" will be distributed to all parents/guardians at the studio during the month of April. Parents are required to read through the entire packet and adhere to its information.

## Registration/Studio Pro Use Policies

- Registration is conducted online through Appalachian Performing Arts' Studio Pro platform.
- Registration for weekly classes officially closes on the final day of Christmas Break each season.
- Account holders must have a zero balance (\$0.00) in order to register for upcoming classes, camps, or programs.
- Account holders are responsible for managing their Studio Pro accounts. This includes, but is not limited to, remembering login credentials (username/email and password), maintaining accurate contact information, and regularly checking their account balance to ensure automatic payments are processed correctly.
- Should any issues arise with logging into the account, making payments, or other technical difficulties, account holders must contact Studio Pro support directly. Appalachian Performing Arts is a user of this software platform and does not own or operate Studio Pro.

## Code of Conduct

- Appalachian Performing Arts is committed to fostering a welcoming, inclusive, and respectful environment. We do not tolerate discrimination, gossip, harassment, or cliques.
- Students are to demonstrate respect for instructors, fellow students, all studio members at all times, and the studio building/equipment at all times.
- Students must adhere to all studio rules, policies, and instructions, including arriving 5 minutes early or promptly on time, fully prepared for class.
- Students are expected to arrive in a clean, well-groomed, and sanitary manner suitable for class participation, demonstrating proper personal hygiene, including being free from noticeable body odor.
- Students and adults are responsible for cleaning up after themselves in the restroom, lobby, classroom, parking lot, and all other studio areas- This includes cleaning up spills and crumbs, disposing of trash, putting away crayons, chalk, books, and other studio items, and leaving all facilities clean and organized upon exit.

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- Respect for the studio facility and its equipment is mandatory. Any damage caused intentionally or through negligence may result in financial responsibility and/or disciplinary action.
- Students are to be kind, welcoming, and supportive of new students and studio members.
- Students, parents/guardians, and account holders are expected to act as positive role models and representatives of Appalachian Performing Arts, exhibiting appropriate language and behavior at all times.
- Bullying or disrespect towards any student, staff member, or studio member will not be tolerated.
- Talking back is not tolerated.
- Foul language is not tolerated.
- No obscene images or text on any visible clothing or personal items within the studio or at studio events.
- Threats of any kind—whether verbal, written, or physical—made by students, parents, guardians, or any other individuals toward staff, students, or studio members will not be tolerated under any circumstances. Such behavior may result in immediate removal from classes, programs, and the studio premises.
- Students are to follow the instructions of staff members at all times.
- **Parents, guardians, and account holders are held to the same standards of respect and conduct as students.**
- Failure to comply with the Code of Conduct may result in disciplinary actions, including suspension, removal from class or the studio, and prohibition from future participation. This policy applies equally to students, parents, and all adults associated with Appalachian Performing Arts.
- Parents and students are to remain only in areas designated for their use and will not enter restricted or unauthorized spaces within the studio facilities and at all performances or recitals that take place outside of the studio facility.
- All students and guardians/parents are to respect the time of Appalachian Performing Arts staff members. This includes arriving on time for classes, appointments, and meetings, responding promptly to communications, and adhering to scheduled pick-up and drop-off times.
- All communication with instructors and staff should be respectful and courteous. Concerns or issues should be addressed privately and professionally, not during class, performance times, or in front of other students or parents.
- Any conflicts or disagreements should be handled through direct and respectful communication with the appropriate staff member or director..
- Running, horseplay, or other unsafe behavior in the studio or during events is strictly prohibited.
- Students must follow all safety instructions provided by staff.
- Students must respect personal space and boundaries of peers and staff. Any inappropriate conduct or harassment will not be tolerated.
- Students must adhere strictly to the dress code to ensure safety and uniformity. Non-compliance may result in being asked to sit out of class.

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- We are dedicated to fostering a respectful and supportive environment for all staff, instructors, students, and families. Any behavior that compromises this commitment—whether in person, by phone, email, or via social media—will not be tolerated.
- Any student, parent, or guardian found to be threatening, verbally abusive, or disruptive may be subject to immediate removal from the premises, suspension of their child's participation, and/or permanent expulsion from the studio.
- **Parents and students are expected to follow all studio rules at all times.** This includes, but is not limited to: not opening classroom doors, staying out of classrooms outside of designated times, and avoiding any behavior that may distract students or disrupt the learning environment.
- To maintain a positive and respectful studio community, we kindly ask that any concerns regarding staff, families, or studio policies be addressed directly with studio management. Public complaints made on social media may lead to removal from the program.
- Parents may not enter studios during class time unless specifically invited by the instructor.
- Students are not permitted to use cell phones, smart watches, or other electronic devices during class. All devices should be silenced and stored during class time unless approved for a specific activity.
- Parents and students are to comply with all special instructions given at the time of performances, rehearsals, etc.
- **Code of Conduct rules apply to all students, account holders, and guests both at the studio(s) and Appalachian Performing Arts performances and events. Students, parents, and guests must follow the studio's code of conduct at all times. Students, parents, and/or guests who fail to adhere to the code of conduct, who refuse to follow instructions, pose a safety risk, engage in bullying, or demonstrate other inappropriate behavior, may be suspended or withdrawn from class by dance instructors or staff members. In such cases, no refunds will be issued.**
- Students, parents, and/or account holders with repeated conduct issues may also be restricted from participating in recitals, performances, or other studio activities.
- Students are encouraged, but never forced, to participate in class. A student who chooses not to participate may be asked to sit in time out or to exit the classroom. The students may be asked to write a note to their parent/guardian explaining why they did not participate/follow the instruction given by staff members. Repeated refusal to follow instructions may result in temporary or permanent dismissal at the instructor's discretion.

#### **Class Discipline**

- To maintain a safe and productive learning environment, all students are expected to follow instructions and show respect for instructors, staff, and fellow dancers. The following disciplinary procedures may be implemented as needed:

**Verbal Warning:** Students who fail to follow instructions will receive a verbal warning.

**Time-Out:** If the behavior continues, the student may be given a time-out to regroup.

**Temporary Dismissal:** Ongoing disruptive behavior may result in temporary dismissal from class or all studio activities.

**Permanent Dismissal:** Students who continually fail to follow instructions may be permanently removed from the class at the discretion of the instructor and/or studio director.

**Written Reflection:** In some cases, instructors may offer the student a choice: participate in class or be dismissed to the lobby or office to write a note to their parent/guardian explaining their behavior.

**Immediate Removal for Safety:** If a student becomes a safety risk to themselves, staff, or other students, they may be immediately removed from class without prior warning.

Please Note: No refunds or credits will be issued in any of the above cases. Tuition reserves the student's place in class, and it is the student's responsibility to use that time appropriately.

### **Weather Policy**

- In the event of inclement weather, class cancellation decisions will be made by 2:00 PM. Notifications will be sent via email (from [appalachianperformingarts.staff@gmail.com](mailto:appalachianperformingarts.staff@gmail.com)) and posted on Appalachian Performing Arts' official social media accounts. It is the responsibility of parents and students to check for updates. No refunds are available for weather cancellations.

### **Wellness and Safety**

- Students must follow all instructor directions at all times to ensure safety during movement, warm-ups, and choreography.
- Running, roughhousing, screaming, or any disruptive or unsafe behavior in the studio, lobby, hallways, or restrooms is strictly prohibited.
- Students are only permitted in classrooms only during their scheduled class times and under direct supervision by a staff member.
- Parents and students must not enter restricted or staff-only areas unless invited by staff.
- Dancers who exhibit symptoms of illness (runny nose, fever, vomiting, persistent cough, etc.) must stay home and will be asked to leave if symptoms arise during class. Students must be symptom-free for 24 hours before returning.
- Students must maintain good personal hygiene and arrive in a clean, well-groomed, and sanitary manner to protect the comfort and health of others.
- Proper dance attire and footwear must be worn to prevent injury and maintain a safe classroom environment.
- All students must have an up-to-date emergency contact listed in their Studio Pro account. In the event of an injury or emergency, staff will contact the account holder first. If they cannot be reached, the emergency contact will be notified. Account holders must ensure that the emergency contact is different than the primary contact listed on their studio pro account.
- If a student has any medical condition, allergy, or physical limitation, it is the responsibility of the parent/account holder to notify the studio on the student's studio pro account information upon registration.
- Any injury, unsafe condition, or concerning behavior must be reported to a staff member immediately so that appropriate action can be taken.

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- Appalachian Performing Arts reserves the right to remove any student from a class or program if they are deemed to pose a safety risk to themselves or others.
- Students are not permitted to use studio equipment or props (including barres, mats, mirrors, speakers, or costumes) without direct instructor supervision.
- No climbing, swinging, hanging, or playing on furniture or fixtures is allowed.
- Cell phones, toys, and other distractions should be turned off and stored away during class - unless otherwise instructed by staff.
- Students may not attempt any tricks, acrobatic movements, turns, or dance skills (including cartwheels, aerials, etc.) without direct instruction and supervision from a staff member. Attempting unsupervised movement is strictly prohibited and may result in disciplinary action.
- Any dancer recovering from any injury must provide written medical clearance from a licensed physician before returning to physical participation in class.

#### **The clearance must:**

- Confirm that the student is permitted to return to dance (or acro) activities,
- Clearly outline any physical limitations or restrictions (e.g., no jumping, limited range of motion, limited weight-bearing), and
- Include an expected duration for any limitations.
- Any subsequent changes by the provider to the treatment plan or clearance must be submitted in writing.

Students who are injured or wearing any medical device such as a cast, brace, or support may not be permitted to participate fully—or at all—in class activities, depending on the nature and severity of the injury.

In most cases, injured students are still welcome and encouraged to participate in recitals with appropriate modifications, as approved by the instructor or director.

## **Communication**

- Official studio communication will be sent via email. Parents and students are responsible for staying informed by regularly checking email.
- Parents and students must contact instructors and staff through the studio's official email or text the studio's phone number.
- Tuition information and class information will be posted to the account holder's Studio Pro account. It is the account holder's responsibility to check their studio pro account on a weekly basis.
- Staff members will not respond to messages related to studio business sent to their personal phone numbers or social media accounts. Do not message staff members regarding Appalachian Performing Arts business on their personal phone numbers, emails, or social media accounts.
- Instructors are not available to discuss student progress or other issues during class time. Please email Appalachian Performing Arts if you would like to speak with an instructor.
- If the account holder is not receiving emails from [appalachianperformingarts.staff@gmail.com](mailto:appalachianperformingarts.staff@gmail.com), it is the account holder's responsibility to ensure that their contact information (not their username email) is entered correctly in

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their contact form on Studio Pro. It is the account holder's responsibility to check spam and junk folders. If the account holder is still not receiving emails, he/she must contact the Studio Pro Support.

- All communication must be respectful and professional. Any communication deemed aggressive, disrespectful, or inappropriate may result in a warning and possible dismissal from the studio.
- The front desk attendant(s) and instructors actively working at the studio on your class day(s)/time(s) may not have the information you are seeking. Please email [appalachianperformingarts.staff@gmail.com](mailto:appalachianperformingarts.staff@gmail.com) with questions.
- Studio news/updates will also be posted inside the studio lobby and shared on "Studio Members" facebook group. However, all official communication will happen via [appalachianperformingart.staff@gmail.com](mailto:appalachianperformingart.staff@gmail.com)

## OTHER POLICIES

- **Media Release:** Appalachian Performing Arts reserves the right to use photographs, videos, and likenesses of students and/or guardians taken during classes, events, or performances for promotional purposes. This includes, but is not limited to, use on the studio website, social media platforms (e.g., Facebook, Instagram), printed materials, and other promotional media. If you do not wish for your or your child's image to be used, you must check the "no photos" option on studio pro for the specific student(s) to whom this applies.
- **Closures:** Appalachian Performing Arts will be closed for Spring Break, Thanksgiving Break, Christmas Break, and select weeks during the summer. Closure announcements will be made via email.
- **Personal Belongings:** Please label all personal items, including but not limited to dance shoes, water bottles, bags, costumes, and dancewear. Items left in the lost and found for over two months will be donated. Appalachian Performing Arts is not responsible for any lost, stolen, or damaged personal items. Students should only bring what is necessary for class.
- **Dance shoes** for Appalachian Performing Arts classes must be worn indoors or on dance flooring only. Please help us protect our dance flooring and keep it clean by taking care of your dance shoes.
- **Street shoes:** Students are to leave their street shoes in the lobby or secured inside of their dance bag while class is in session. Please keep street shoes OFF of the dance flooring.
- **Choreography Ownership:** All choreography taught at Appalachian Performing Arts is the intellectual property of the studio. Students may not reproduce, perform, or use choreography outside of APA events without prior written permission from the director.
- **Student Information Privacy:** Account information regarding student(s) will only be shared with the account holder. Any other individuals must have explicit permission from the account holder to receive information.
- It is the account holder's responsibility to notify Appalachian Performing Arts staff of any changes to authorized contacts by emailing [appalachianperformingarts.staff@gmail.com](mailto:appalachianperformingarts.staff@gmail.com).

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- **Please Note: No refunds or credits will be provided due to missed communications resulting from outdated or incorrect contact information.**
- **Emergency Contact Protocol:** If a parent or account holder cannot be reached in an emergency, the studio will contact the emergency contact listed on the student's registration form. This individual must be someone other than the parent/account holder.
- **Participation & Release Agreement:** By enrolling at Appalachian Performing Arts, all students and account holders acknowledge the inherent risks involved in dance and related physical activity. Participation indicates that the student is physically able to engage safely in all scheduled classes and performances. Appalachian Performing Arts is not liable for injury or property damage occurring as a result of participation.
- **Release Form & Policy Agreement:** All students (or their parent/guardian if under 18) must review and sign all applicable release forms and policy agreements prior to participation in any class or event.
- **Social Media & Group Engagement:** Parents, students, and guardians are encouraged to stay engaged by following Appalachian Performing Arts on social media and joining the private Facebook group "Studio Members." Exclusive polls, comment sections, and opportunities may be presented on "Studio Members" facebook group.