

## ADULT PROGRAM

- How long is each session?
  - o Adult classes are not session dependent. They can be registered for on a drop-in basis or via a monthly pass in our MindBody system. Classes will be able to be registered for one month in advance or less. Additions of new classes and/or workshops to the weekly schedule will take place on a seasonal basis (Summer, Fall, Spring).
  - o Workshops take place in the Adult Program from time to time based on faculty availability. Participants can drop-in to the first class of the workshop, but otherwise enroll for the workshop's entire duration.
- Is there a registration fee?
  - o There are no registration fees in the Adult Program.
- What is the cancellation policy – is there a fee charged? Are classes pro-rated?
  - o For our Adult classes, our cancellation policy is as follows:

You may cancel your registration up to one (1) hour prior to the start time by logging in to your MindBody account. Your class session will automatically be returned to your account and will remain available for use for one (1) month from original purchase date. If you cancel less than one (1) hour prior to the start time, you will not have the class returned to your account.
  - o Adults may contact [frontdesk@balletri.org](mailto:frontdesk@balletri.org) to cancel participation in a workshop after the first class in the series. Once the second class has taken place, cancellation will not be possible. Adults may sign up for a workshop at a pro-rated rate once it has begun until after the second class has taken place.
- What are the terms and conditions for the Monthly Pass?
  - o The Monthly Pass runs on a month to month basis with no annual commitment.
  - o Pay for the first month on the date of purchase. The date of purchase becomes your monthly auto-charge day.
  - o Recurring monthly payments are auto-charged on the Monthly Pass holder's auto-charge day, determined by the start date.
  - o A valid card must remain on file. To update your billing information, log in to your Mindbody account and update billing information there.
  - o To cancel a Monthly Pass or get assistance with updating your billing information, log into your MindBody account or email [frontdesk@balletri.org](mailto:frontdesk@balletri.org) no less than 2-weeks prior to the auto-charge day.

Requests received less than 2-weeks prior to the auto charge day cannot be accommodated until the following month.

- o Written cancellation requests must be received at School of Ballet RI (825 Hope Street, Providence, RI 02906 ATTN: Adult Programs) 2-weeks prior to the auto charge day.
- o There are no extensions, roll-over classes or pro-rated refunds for unused classes at the end of month.
- o All monthly payments are non-refundable.
- o The Monthly Pass is non-transferrable. Classes on the Monthly Pass can only be used by the pass holder.
- o The Monthly Pass cannot be paused, held, or frozen; however, please see cancellation procedure above for reaching out at least 2-weeks prior to your auto charge date.
- o The Monthly Pass is valid for drop-in classes only. Excluded are workshops.
- o Those who sign up for a Monthly Pass will also receive a 10% discount on merchandise and a 10% discount on tickets to Ballet RI (2 per show) performances not at the VETs.
- What is the dress code for the Adult program?
  - o Adults are encouraged to wear clothing they feel comfortable moving in such as they might wear to the gym or a yoga class and, for ballet classes, ballet shoes. Otherwise, there is no specific dress code.
- Is there an age limit on classes?
  - o Participants must be 16 years of age or older to participate in the Adult Program.
- How do adults know their level of class?
  - o Adults should read through each class description provided online and self-determine their level. You may also contact [frontdesk@balletri.org](mailto:frontdesk@balletri.org) with any questions.
- Is there a cost for a trial class?
  - o Adults have the option to try one class at a time with no further commitment for the Drop-In rate.
- Do adults have to sign up in advance?
  - o Adults may choose to enroll in advance via our online system, or can enroll in person upon arrival at the Ballet RI studios.
- Do adults have to pay in full?
  - o Yes, there are no payment plans available in the Adult Program.
- How will payments work?

- o Drop-In Classes - \$20 per class (no matter the length)
  - o Monthly Passes (three options)
    - \$75 per month for 4 classes (18.75/class)
    - \$140 per month for 8 classes (17.50/class)
    - \$190 per month for 12 classes (15.83/class)
    - If you are a Student, Senior (65+), Veteran, or Industry Professional, you can access classes at the following DISCOUNTED prices:
      - Drop-In Classes - \$18 per class (no matter the length)
      - Monthly Passes (three options)
        - \$68 per month for 4 classes (\$17/class)
        - \$132 per month for 8 classes (\$16.50/class)
        - \$183 per month for 12 classes (\$15.25/class)
- How do I buy classes?
- o You can purchase 1 drop-in class session online or in-person. You can pay via cash, credit card, or tap to pay. This class session will go onto your account and can be applied to any of the Adult Program drop-in classes. Once you purchase a class session, you have one (1) month from the date of purchase to use it to register for a class. You may cancel your registration up to one (1) hour prior to the start time by logging in to your MindBody account. Your class session will automatically be returned to your account and will remain available for use for one (1) month from original purchase date. If you cancel less than one (1) hour prior to the start time, you will not have the class returned to your account.
  - o You can purchase a Monthly Pass; depending on which pass you purchase, you will have 4, 8, or 12 class sessions added to your account, which can be used for one month from the date of purchase.
  - o Read more about the Terms and Conditions of the Monthly Pass here:
    - The Monthly Pass runs on a month to month basis for 12 months, auto-renewing after one year unless otherwise specified by the client.
    - Pay for the first month on the date of purchase. The date of purchase becomes your monthly auto-charge day. Recurring monthly payments are auto-charged on the Monthly Pass holder's auto-charge day, determined by the start date.
    - A valid card must remain on file. To update your billing information, log in to your Mindbody account and update your billing information.

To cancel a Monthly Pass or get assistance with updating your billing information, log into your MindBody account or email [info@balletri.org](mailto:info@balletri.org) no less than 2-weeks prior to the auto-charge day.

- Requests received less than 2-weeks prior to the auto charge day will not be accommodated until the following month. Written cancellation requests must be received at the Ballet RI Studios (ATTN: Adult Programs Management) 2-weeks prior to the auto charge day.
  - There are no extensions, roll-over classes or pro-rated refunds for unused classes at the end of month.
  - All monthly payments are non-refundable.
  - The Monthly Pass is non-transferrable. Classes on the Monthly Pass can only be used by the pass holder.
  - In the event a student is injured the Monthly Pass may be paused, held, or frozen at the discretion of Ballet RI staff. Monthly Pass holders must reach out in writing to [info@balletri.org](mailto:info@balletri.org) to obtain permission for a freeze.
  - The Monthly Pass is valid for drop-in classes only. Workshops are excluded.
  - Signing up for the Monthly Pass also entitles you to a 10% discount on any Ballet RI merchandise and a 10% discount on all Ballet RI tickets for performances not at the VETs.
- Purchasing a workshop is separate from a Drop-in class or Monthly Pass. Pricing of workshops is dependent on duration of the respective offering.
- Do my purchases ever expire?
    - A Drop-in class purchase can be used at any time up to one month from the purchase date.
    - The classes included in a Monthly Pass purchase can be used at any time up to one month from the purchase date.
  - When does registration open?
    - Classes in the Adult Program are available for enrollment 1 month prior to the class taking place. If a class fills, a waitlist will automatically become available for sign up.
  - How will I know who is teaching the class I am interested in?
    - Each class will have a faculty member assigned. You will be able to view that faculty member's biography and headshot online prior to registering.
  - Are classes ever cancelled? What happens if a class is cancelled?

- o Classes cancelled in instances of inclement weather, etc. Will be indicated on the MindBody software and also be announced via Ballet RI's social media accounts. Your session will be returned to your account for use at a later date.
- How are accessibility accommodations handled?
  - o Please reach out to [steph@balletri.org](mailto:steph@balletri.org) with any questions about accessibility in the Adult Program.
- Are new classes ever added?
  - o Adult Program administrators are regularly keeping an eye on enrollment levels to ensure high quality delivery of the program. If you are interested in a particular class and we do not yet offer it, please feel free to share this information with the front desk staff to pass along to administrators.