



2022-2023

POLICIES AND PROCEDURES

All individuals who are seeking to enroll in the 402 Acting Academy Program must have a signed copy of the policy and procedure document on file before the first day of a scheduled class or coaching session. This document can only be signed by a student (**19 years of age and older**) or parent or legal guardians **21 years of age or older** (*for students that are between 11 and 18 years old*). This procedure ensures that all participating students and legal guardians of the students fully understand and agree with the policies laid forth by The 402 Arts Collective's Acting Academy Program and creates the best environment possible for the success of the student.

1. ENROLLMENT PROCESS

Enrollments for class and private coaching are taken on a first come/first serve basis and are done through the 402 Acting Academy website:

- All online enrollments received from our website are processed by the end of the next business day by the 402 Acting Academy Program Director.
- The Program Director will notify the selected Artist Instructor of the new student enrollment in order that confirmation and communication may begin, regarding class information and/or scheduling coaching session(s).
- All enrollments and registrations must be submitted by individuals over 19 years of age. This can be done by a parent, or legal guardian, for students between the ages of 11 and 18 years old.
- All enrollments must take place online at the 402 Acting Academy website. Phone calls, voicemails, and emails do not confirm the enrollment of students.

2. STUDIO LOCATION(S)

- The 402 Arts Collective building - Benson
 - 6051 1/2 Maple Street, Omaha, NE 68104.
 - "The Lab" Studio - located on the 2nd Floor (for both Classes & Private Coaching). The entrance is located just right of the Hardy Coffee Maple Street entrance.
- In order to properly accommodate the needs of the instructor and/or the type of artform being taught, arrangements may be made with other 402 Arts Collective studios/locations to house a specific class(es) (i.e. dance classes, classes requiring space for more than 10 people, etc.) In the event that this is the case, the Artist Instructor will communicate location details with all students/legal guardians.

3. INSTRUCTION TIMES

- Students should arrive on time for their classes and coaching session(s). All sessions must end on time, even if the student(s) arrive late.
- Intervals for instruction vary depending on the type education:
 - Classes: 60 min. - 120 min.
 - Coaching Sessions: 60 min.
- Students under the age of 16 years old should not be left unsupervised before or after sessions. In some cases, Instructors have back-to-back sessions and cannot be responsible for students after a session ends.
 - The parent or legal guardian will be responsible and is required to pay for any or all damages to the building, equipment, or any other property of the 402 Arts Collective in the event a student under the age of 16 is left unsupervised in one of the 402 Arts Collective studios, or one of our partner locations.

4. PAYMENT PLANS

- **Academy Enrollment & Registrations**
 - **Classes:**
 - Ongoing Classes entail enrollment in a monthly subscription, which automatically renews on the monthly anniversary date of the student's first enrollment.
 - Specialty Classes entail registration and payment in full for the designated number of class sessions listed in the class description. Specialty classes do not automatically renew.
 - **Coaching Sessions:**
 - Private Coaching Packages offer students an a la carte option for selecting how many coaching sessions they desire. Options include ONE, TWO, and FOUR sessions. These packages can be purchased repeatedly and as needed without requirement for ongoing enrollment in private coaching.
 - Enrollment in ongoing coaching entails a monthly subscription of four 60 minutes sessions per month (one session per week).
 - Ongoing coaching automatically renews on the monthly anniversary of the student's first enrollment date.
 - Enrollment rates are subject to change based upon the discretion of the 402 Acting Academy. All rate modifications will be effective the next billing cycle (month). It is the responsibility of the Artist Instructor to communicate such changes to students/parents/guardians.
- An electronic payment method is required for paying for all classes and coaching enrollment.

5. PAYMENT PROCESSING

- **Enrollments** - The billing system utilized for enrollment is designed for automated payments. This means that monthly enrollment is charged to the payment processor on the monthly anniversary of the first enrollment.
 - It is important to note that enrollment is an agreement between the Artist Instructor and the student to attend the dates and times scheduled in advance.

6. CANCELLATIONS, STUDENT ABSENCES, & REFUNDS

- It is important to communicate to the Artist Instructor any dates that you will not be able to attend a class session(s). Although we encourage all students to attend all scheduled sessions as a commitment to excellence, we know that events and situations occur preventing the student attending the class or coaching session. We ask that all students/parents/guardians respect the planning and preparation of the artist instructor enough to give a minimum of 24 hours notice, when possible.
- In the event that the student is unable to attend their session at the scheduled time, notice should be communicated through one of the following approved methods:
 - Phone call to the Artist Instructor.
 - Message to the Artist Instructor. This can be a completed via the preferred communication tool/software designated by the Artist Instructor (text, email, 3rd party software/app)
- Refunds for student or parent cancellations are not allowed.
 - All sales are final upon transaction approval.
 - Make up sessions may be offered at the Artist Instructor's discretion.
- In the event that an Artist Instructor is absent for a class, coaching session, or a series of sessions, the Artist Instructor is responsible for providing:
 - A substitute Instructor
 - Offering a makeup session(s) in the future, or
 - Offering a refund for the missed session or sessions.
 - If a refund is offered by the Artist Instructor, it is the responsibility of the Artist Instructor to communicate this to the student/parents/guardians as well as notify the Acting Academy Program Director with the refund request.
- If a refund is to be issued (at discretion of the Artist Instructor and the Program Director), please allow for up to 10 business days for the refund to be completed.

7. MAKE-UP SESSIONS

- Make-up sessions are not a requirement for Artist Instructors at the 402 Acting Academy. Each Artist Instructor has their own policies and preferences regarding "makeup sessions". Please discuss and set expectations with your artist instructor regarding this.

8. TERMINATION/WITHDRAWAL

- In the event that a student/parent/guardian wants to discontinue their instruction by withdrawing as an active student at the 402 Acting Academy, they should:
 - Notify their Artist Instructor of their intent to leave.
 - Log into their student profile, located on the 402 Acting Academy website, in order to cancel any active subscriptions. The Acting Academy Program Director is also able to assist with requests to cancel subscriptions.
- Communication of permanent or extended withdrawal from a class or coaching session(s) should be submitted in writing to the Artist Instructor. [Email, etc.]

9. HOLIDAYS & SEVERE WEATHER

- **HOLIDAYS**
 - The 402 Acting Academy holds classes and coaching sessions year-round, with the exception of the holidays listed below.
 - The following days are considered the major holidays on which the 402 Acting Academy will be closed:
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
 - If a regularly scheduled class or session(s) fall on a designated holiday, all classes and coaching sessions are canceled, without requirement for make-up sessions to be offered.
 - No refunds will not be issued for Holiday closings.
- **SEVERE WEATHER**
 - Severe weather cancellations and closings will follow the Omaha Public Schools closing notifications throughout the winter season. In the event that there is a "snow day" declared, all classes and coaching sessions are considered canceled. The 402 Acting Academy will be closed for the day.
 - Severe weather cancellations and closings that occur during the summer months due to severe thunderstorms and tornado warnings, etc.) will be based on the recommendations of local weather services. When conditions are considered severe cancellations will be implemented and communication will be shared as quickly as possible to students in order to prevent unnecessary travel.
 - Due to the regional travel students embark on to enroll in the 402 Acting Academy, the severe weather monitoring will only exist for the Omaha Metro Area.
 - It is also the responsibility and discretion of the student/parent/guardian to determine if they feel it is safe to travel.
 - No refunds will not be issued for severe weather closings.
 - All severe weather closings will be communicated through the Artist Instructor. General news and weather cancellations will also be communicated through the 402 Acting Academy's Facebook page and the 402 Arts Collective Facebook page.

10. PRACTICE EXPECTATIONS

- The 402 Acting Academy encourages all students to practice/rehearse. Practice is expected and indispensable for progress. Consistency is key!
- In the pursuit of excellence, it is advised to all Artist Instructors of the 402 Acting Academy to challenge and inspire students to attempt their best in the creative work they are learning.

11. SHOWCASES & PERFORMANCES

- The 402 Acting Academy holds student/class showcase performances, at the discretion of the Artist Instructor. These showcases are held at the discretion of the Artist Instructor, with the approval of the Acting Academy Program Director.
- Location, time, and costs of participation in showcases and performances is dependent upon the type of presentation to be shared with the public.
- Artist Instructors will work with the Program Director and students to outline and plan these events.
- From use of its own studio space(s) to reserving other local venues, the 402 Acting Academy will reserve and host showcases and live performances to allow students to gain experience as well as share their growth and progress with family, friends, and the community.

12. MEDIA RELEASE

I, agree and grant permission to the 402 Arts Collective and its programs, including the 402 Acting Academy, therein and hereinafter known as the "Media" to use my image (photographs and/or video) for use in Media publications including:

Videos - Email Blasts - Recruiting Brochures - Newsletters - Magazines - General Publications - Website - and/or Affiliates - Social media - Marketing materials

I hereby waive any right to inspect or approve the finished photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the image.

13. BEHAVIOR EXPECTATIONS

- The 402 Acting Academy expects all students to behave in a respectful manner towards their Artist Instructor.
- Regarding instruction of youth (any student under 18) - If the student's behavior is considered to be unfit for proper instruction, it is the responsibility of the Artist Instructor to inform the parent or guardian that their session time will be suspended until the student's behavior is managed.
- All Artist Instructors have the right and ability to place the student in a "probationary period" for a length of time. Notice will be given to the parent or guardian prior to this period of time. If behavior does not improve, any further participation in classes and coaching sessions will be suspended without refund.
- All damages to equipment or property in or around any of the 402 Arts Collective facilities will be liable to the responsible party.
- All 402 Acting Academy facilities are equipped with HD security cameras and are monitored daily.

14. PARKING

- Parking can be congested in the Benson area, especially during events so please plan for extra time of travel. For parking at the 402 Acting Academy, and other 402 Arts Collective instruction in our Benson studio building, please use the following parking options:
 - Parking spaces on the East side of the 402 building (60th Ave.)
 - Civic parking, which is located in the parking lot on 61st Street (one block south of Maple Street).

15. CONTACT DETAILS

Please contact our office with any questions.

Email: acting@402artscollective.org

Phone: 402-542-5118

Address: 6051 Maple St, Suite 100, Omaha NE, 68104

TERMS

1. The 402 - Short name for the organization legal name "The 402 Arts Collective". Other uses refer to the physical location located in the Benson area (6051 Maple Street).
2. West Studio Location - Name of the satellite lesson studio location in the West Omaha area. (2544 S. 156th, Omaha, NE, 68130)
3. 402AC - This is short for "402 Arts Collective"
4. 402AA - This is short for "402 Acting Academy"
5. Acting Academy - Program title of the educational branch that encompasses all performance art training offered to the community by the 402 Arts Collective organization.
6. Artist Instructor - Sometimes referred to as an "AI", is the term used for all of the instructors within the 402 Acting Academy, as well as the larger 402 Arts Collective organization. AIs go through an assimilation process required by The 402 Arts Collective organization. Each instructor is a professional practitioner and is highly qualified in both education and personal experience for their position as an Artist Instructor within The 402 Arts Collective's Acting Academy program.
7. Ongoing Classes - Defined as a class that meets weekly. This class never ends. Tuition is processed monthly on the monthly anniversary of the student's first enrollment.
8. Specialty Classes - Defined as a class with a defined number of sessions. Examples include a one time only workshop, a 4 session class, etc.
9. Coaching Session(s) - This can be defined as a 1, 2, 4 or more private coaching sessions that are paid for and received in a month's period.
10. Makeup Session - The term used for a class or coaching session "credit" given.

ACKNOWLEDGEMENT

I understand and agree with all the policies and procedures listed in this document.

**Please select the digital confirmation field to accept these terms and conditions.*