



Dear Valued STEPS Academy Member,

I want to thank you for your commitment to STEPS Academy and the Y. In order to improve customer satisfaction we want you to better understand the monthly bank draft and the specific details that go along with this agreement.

**September-December Monthly Commitment:** Here at STEPS Academy, your registration is a month by month contract from September-December. It gives you the freedom to **cancel 15 days before your next draft date**. The only stipulation is that the member fills out the **cancellation request form** located at the front desk if the membership needs to be terminated. The member and staffs signature on the cancellation form is an agreement that the electronic bank draft will stop as stated on the set date.

If this form is not filled out the draft will continue and the Academy member will have the responsibility of paying the monthly class fee(s) thereafter until the form is filled out.

STEPS Academy students who do not fill out the cancellation form request and have not been to class for a period of time are still responsible for membership dues until the **cancellation request form** is filled out.

Following this expedient and effective procedure will cause customer service satisfaction. A member filling out the **cancellation request form** takes less than 5 minutes of time.

**January-June Season Commitment:** Here at STEPS Academy, your registration for this season is a commitment from January-June and participation in our Annual June recital. Payment continues to be on a monthly basis through a monthly bank draft. You may not cancel Academy registration during this time; and you will be charged for a costume and monthly class payments.

*\*Every student has an important role in their class performance during recital season. Students and parents should understand the importance of committing during this season to practices, rehearsal and the show. When a student misses too many practices, stops coming to class, or doesn't attend the recital it creates a problem for the entire class.*

Thank you for your cooperation in this matter.

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

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