

# HARVARD DANCE CENTER

66 Garden Street | Cambridge | Massachusetts 02138 | 617 495 8683 | [www.ofa.fas.harvard.edu/dance](http://www.ofa.fas.harvard.edu/dance)

## FAQ FOR NON-CREDIT CLASSES

### REGISTRATION:

*Is it best to register online or in-person?*

- We recommend registering online at the [HDC Registration Site](#). Registration opens on August 20th across all platforms. Classes fill on a first-come, first-served basis.

*Can I pay with cash?*

- No. All class registrations, including drop-ins, must be [paid online](#) with a credit card.

*How does the \$50 Multi-Class Discount work?*

- The \$50 Multi-Class Discount is applied to every second class you register for (i.e. your second class, fourth class, etc.)
- The discount is applied automatically when you register for two classes at the same time.
- If you're registered for one class, and decide to register for a second class on a later date, please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu) and we will apply the \$50 Multi-Class Discount manually.

*How do I pay for a Drop-In class?*

- Before class starts, click on the "Drop-in" link beneath the "Register Now!" link in the class you want to drop into. You will be prompted to select the date (must be a future date) you are dropping into and pay online.
- You can pay for more than one drop-in class at a time, if you want to.
- You can also pay with the check-in attendant when you arrive for the class. Please arrive 15 minutes to allow enough time.
- Note that Ballet I does not accept drop-ins.

### FINANCIAL ASSISTANCE:

#### TAP ELIGIBLE EMPLOYEES

*I am a TAP eligible employee, what does that qualify me for?*

- [TAP Eligible Employees](#) receive up to two classes at \$40 each per semester
- Long Term TAP Employees receive one free class and up to two classes at \$40 each per semester
- Any class beyond the two TAP classes is paid at the Community Member Rate of \$100

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- TAP Eligible Employees must submit a completed [TAP form](#) for each TAP Rate class. New TAP forms must be submitted every semester.

*How do I register with TAP?*

- When you [create your non-credit class registration account](#), make sure to select “TAP-Eligible Harvard Employee” in the drop-down box at the top of the page. When you go to register for the class, it will show the \$40 price.
- TAP Eligible Employees must submit a completed [TAP form](#) for each TAP class. After you submit, save the signed TAP form as a pdf. You will be promoted to upload this form when you go to register.
- **Note that you must submit and upload a separate TAP form for each TAP class (up to two).**

*I am a TAP eligible employee trying to register for a TAP class at \$40, but the system is showing that it's \$100 for the class. What do I do?*

- Email [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu) and ask them to switch your account user type to “TAP-Eligible Harvard Employee.”

## HARVARD STUDENTS

*I am a Harvard student— can I apply for financial assistance for non-credit classes?*

- Yes! Please [complete this form](#) and we will be in touch with you.

*I was offered Financial Assistance from the Harvard Dance Center but I cannot commit to registering for a full semester, can I apply financial assistance to Drop-Ins?*

- No. Financial Assistance only applies to full semester registrations.

## PAYMENT ERRORS:

*I submitted my payment information and then received an error message.*

- Check if your invoice is listed as Paid, Failed, or Incomplete.
  - Paid- You're all set! The system only encountered an error after processing your payment.
  - Failed- There was a problem with the credit card information you provided. Check if the Billing Address is correct and/or if there is a credit limit that is prohibiting the transaction.
  - Incomplete- Your payment information did not reach our credit card processors. Try payment again on a different web browser. Make sure to click submit and to stick to the 20 minute time limit.

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*I tried to pay for a class and received an error message before I could put in my credit card information.*

- Please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu).

*I have multiple invoices for separate drop-in classes, how can I pay them all at once?*

- Please contact the Harvard Dance Center. We will merge your invoices so that you may pay with one transaction.

## WAITLIST:

*I tried to register for a class but was put on the waitlist. How will I know if I can get into the class?*

- People on the waitlist will be accommodated on a first-come, first-served basis, with waitlisted Harvard students taking priority. You will be contacted if space becomes available in the class and will be given a payment deadline to confirm enrollment.

*I tried to register for a class as a drop-in and was put on the waitlist. Can I still drop in?*

- When a class is full, it's possible that you may be able to drop in to the class if registered students are absent.
- Arrive at the Harvard Dance Center five minutes prior to the dance class starting-time. Check in with the Harvard Dance Center Staff about class availability.

## REFUNDS, CHANGES, & ABSENCES:

*My schedule has changed and I need to cancel my registration in a dance class. Can I get a refund?*

- HDC Refund Policy:
  - Changes to or cancellations of your registration may be made during the first full week of classes (September 9 -14) for a full refund.
  - Cancellations made during the second week of classes (September 16- 21) will be refunded at 50%.
  - Refunds will not be offered after September 21.
  - Drop-in classes are non-refundable once purchased.

*The class I registered for is not what I thought it was. Can I change to a different class?*

- Yes, as long as there is space in the class, we can change your registration to a different class. Please please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu).
- An exception is Ballet I which does not allow drop-ins due to the nature of the class. If you are hoping to switch to Ballet I after the first week of classes, please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu) and we can explore this possibility with the instructor.

*I registered for a full semester but I missed multiple weeks of class, can I get a refund?*

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- Please see our refund policy above. We do not prorate for missed classes. If you would like to transfer your registration to a class that is easier for you to attend, please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu).

*I registered for a full semester but I will have to miss a class, can I make up for it by attending a different class?*

- We do not offer make-up classes. If you would like to transfer your registration to a class that is easier for you to attend, please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu).

## ACCESSIBILITY

*I have a physical disability, can I still participate in non-credit classes?*

- Yes! Persons with disabilities of all types are welcomed and encouraged to participate in all Harvard Dance Center classes!
- If you are concerned about how you will be able to engage with the material, you are welcome to let the teacher know before class so they are aware and can help you modify any particular movement, if needed. You may also email [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu) and we can facilitate that conversation with the teacher on your behalf.
- If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact [dance@fas.harvard.edu](mailto:dance@fas.harvard.edu) or 617-495-8683 in advance of your participation or visit.

*Is the Harvard Dance Center wheelchair accessible?*

- Yes, there are two private wheelchair accessible bathrooms on the main floor (to the left when you walk in) and Studios 1 & 2 are both wheelchair accessible.
- To access Studio 2 (lower level), please let the check-in assistant know and they will guide you to the elevator and to the studio.
- The dressing rooms and bathrooms on the lower level are also wheelchair accessible.

## HARVARD HOLIDAYS

*Are there still classes held on Indigenous People's Day (October 14) and Veteran's Day (November 11)?*

- Yes.

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