

Dear United Talent & UFAA Families,

We want to thank you for your continued support and understanding over the past two weeks. The care and concern you have shown our staff and small business through emails, messages, and posts mean more than you know during this difficult time. Our hearts go out to you as well. We know this is a challenging situation for everyone with lots of uncertainty. Please know we are with you and together we'll make it through this. We are continuing to remain positive about getting back to our students and returning to our season soon.

As we wait patiently, we want to communicate recent updates to our action plan that is intended to accommodate all of the families involved in the many programs we offer. With a multifaceted operation, it is impossible to answer all potential questions related to postponing our season in one email. Please know the information we are providing here is directed to the remaining season's tuition only and for all programs. There are obviously many other factors in play for some of our competitive and performance families, and those will be addressed specifically by your program directors and or office staff. Please read the following information carefully and completely.

First, let me clarify that our weekly scheduled social media engagements, and email content are not intended to be a replacement or make-up for classes. Your tuition is not being applied to virtual classes or engagements. Because of the dynamic we face with multiple programs, it would be next to impossible to organize scheduled online classes that would be sufficient for all or replace the value of what our students receive in physical classes at United Talent and UFAA. Our content and weekly social media engagements are free and meant only for fun, positivity, encouragement, and connection with our students.

As we stated in the initial email related to COVID – 19, our action plan centers around postponing our season. With this approach, we are confident once we return our plan will allow for the quality and value you deserve. Though the official return date is still unknown, once determined safe by our officials, we will add a combination of extended weeks, make-up opportunities, and account credits to ensure all tuition paid for this season is fulfilled. Once scheduled, for those of you who may have conflicts with our extended weeks and make up opportunities, we will credit accounts. All tuition credits can be utilized for summer classes, camps, intensives, flip Out Fridays, birthday parties, and next season's classes through May 2021.

We are also very aware and understand that financial burdens from the COVID – 19 shutdown affects everyone differently. For these reasons we are working to provide tuition options that accommodate needs from all perspectives. Though from a small business standpoint we understand the financial challenges ahead, our top priorities include the safety, health, and needs of our students and families. With that in mind we would like you to consider the following 3 tuition options for the remaining season:

Option 1. Continue with regular tuition through May: Regular monthly tuition payments on the 1st or 15th will continue to be debited through the remaining months of this season (*For most that is April & May. For all-star cheerleading tuition ends following April's payment.*). Once a return date is determined, we will extend our season, provide makeup opportunities, and credit accounts to fulfill tuition payments. All credits may be applied to future services with United Talent/UFAA through May 2021.

Option 2. Continue with discounted tuition through May: Regular tuition payments on the 1st or 15th can be discounted for April and May to a monthly amount that is suitable for your current financial situation due to the recent economic crisis. Once a return date is determined, we will extend our season, provided makeup opportunities, and credit accounts to fulfill any tuition payments made. All credits may be applied to future services with United Talent/UFAA through May 2021.

Option 3. Accounts on hold or Dropped: Understandably, the current economic crisis may be affecting you on a much larger scale. Please know our hearts and prayers are with you during this very difficult time. Consider placing your account on hold. Regular monthly tuition payments will be stopped and a credit for March classes missed will be applied to your account. This credit can be utilized for future United Talent/UFAA services when you are able to return. If your need is to completely be dropped from the program, we can refund March tuition for the classes missed.

If **Option 2 or 3** is your preference, please contact the front office assistant that typically handles your account by no later than **Tuesday, March 31st**. Please indicate which option you prefer and communicate your specific need so that we may adjust your account prior to April 1st. Please know we will respect all decisions made and want nothing more than what is best for your family during this time.

For Dance or UFAA please contact Gina Preston: gina@unitedtalentdance.com

For Tumbling & Cheer please contact Terry Thorndale: terry@unitedtalentcheer.com

If **Option 1** works for you, there is no need to communicate your preference to us. Thank you for understanding the situation our small business faces and trusting our follow through on all assurances made. If no contact is received, accounts will be charged as usual on either the 1st or 15th of each remaining month in our season (April & May).

On behalf of all of our directors and staff, thank you again for your continued support, understanding, and encouragement through this unprecedented event. None of us could have ever planned for or imagined something like this happening. We deeply miss our students and remain hopeful our season will continue soon! Regardless of our return date, we will fulfill our commitments to you as stated above. If you have questions or need anything at all, please don't hesitate to contact us. Most importantly stay safe and healthy!

Thank You!

Brian Harris

Terry Thorndale

Mark Fields

Cassidy Moss

Gina Preston

Lisa Bramlage

Alicia Davis

Seiara Thorn

Angelica South

Alex Hernandez

United Talent

United Fine Arts Academy

