



# Frequently Asked Questions about the impact of coronavirus

**Question:** Why are credits being issued instead of refunds?

**Answer:** Simply stated, we've already spent most of the fees you sent to us. This shutdown couldn't have come at a worse time for us. The successful planning of a competition season requires that we incur a large portion of our expenses before, or just as, the season starts. This includes pre-paying a significant portion of our venue costs, awards costs, merchandise expenses and much more. And, contrary to what you may be reading in chat rooms, those venue costs are not all being refunded, (not even close). In fact, just reaching someone at most venues is nearly impossible as employees have been laid off and offices have been closed. We also open our mailbox each day to ongoing expenses that include office rent, insurance premiums, technology expenses, equipment expenses, personnel costs, taxes, regulatory fees and more.

**Question:** What about my graduating senior dancer who won't be returning to the competition stage next year?

**Answer:** We understand this is an issue and will be extending refunds for graduating seniors. We hope to have a form posted to [talentonparade.com](http://talentonparade.com) in a few weeks that you can complete and submit to request these refunds. To qualify, graduating seniors will need to be removed from your studio roster and will be unable to participate in any TOP event in the future. These refunds will be returned to the studio and in the same manner as the original fees were processed.

**Question:** When can I transfer my acts from a postponed show to a TOP nationals or other TOP event?

**Answer:** You can do that now. They can typically be transferred easily within DanceComp Genie, and acts from postponed regional events can be transferred to summer national events at the regional rates. Once you make any transfers please shoot a quick email to [office@talentonparade.com](mailto:office@talentonparade.com) letting us know so we can track and document that change.

**Question:** Will I be able to use my credits for TOP events like Dance Directive or Holiday Spectacular?

**Answer:** Yes, absolutely! You can apply your credit to any TOP event in the future until that credit runs out.

**Question:** Will my credits expire?

**Answer:** No. Although it will likely be in your best interest to use them as soon as possible, your credits will never expire until you use them.

**Question:** Will I have options other than a TOP event that I can apply my TOP credits too?

**Answer:** Yes. We are currently working out the details for a "competition cooperative" which will allow you utilize your credits with a different competition company if you choose to do so. Of course we would prefer that you use them with us, but if your schedule ends up working better with another competition in the cooperative then we'll do all we can to facilitate that transfer for you.