

FAQ'S

Q: When does the Believe Talent Competition schedule get released?

10 Days prior to the first day of the event

Q: Does Believe have a specific template for scheduling?

Due to varying factors, we do not follow a specific scheduling template. However, we do have a process in which you can submit a schedule request. Schedule requests are NOT GUARANTEED, but we will try and accommodate your needs. Please contact info@believetalent.com for a link to our schedule request form.

Q: I'm having trouble logging into my registration portal, what do I do?

1. Try clearing your cookies
2. Switch Browsers
3. Contact support@dancebug.com if you need further assistance.

Q: When is the registration deadline?

Please have all registrations and payment in full 21 days prior to the first day of the event in order to be included in the schedule. If you are holding reservations in a city and that city reaches the "Sold Out" status, we will require a deposit to continue holding your space.

Q: I did not receive my detailed schedule, what do I do?

If you have a balance on your account, you will first need to finalize your payment.

Please make sure to check your junkman for an email from DanceBug.

Contact info@believetalent.com to request a new email.

Q: How can I access my scores/critiques after a Believe regional/national event?

Scores: Scores are posted directly following each Believe event, and should be available right away on your account dashboard on the Believe website. The official website results usually take 24-48 hours to post and can also be found online.

Video Critiques: Due to the size and amount of video critiques processed by the SDA on any given weekend, they are housed on the DanceBug website and can be accessed at: www.dancebug.com. Simply login using your username/password you used during the registration process and you will be able to locate them.

PLEASE NOTE: Due to the size of many of our events, it can take up to 72-96 hours for all of them to be visible on their website. If you are missing any video critiques, have trouble with the video/audio quality of a critique, or experience any other problem, please contact support@dancebug.com and they will assist you.

Q: Can I share my critiques with my teachers/students/parents without giving them access to my administrator account?

Yes, simply go to www.videojudge.com and login using your username/password you used during the registration process. Locate the competition and dance you would like to send. Click on the Share Critiques button and enter the Dancer/Teacher name, email and add a personal note if you choose. The will be sent a link that will last for 14 days.

Q: How do I download photos/videos from a Believe event?

You can purchase photos/videos in 2 different ways:

1. Through the DanceBug App, which is a FREE download on your favorite App Store.
2. By visiting Dancebug.com where you will create an account and verify your identity.

DanceBug does offer an All Access Pass and Studio Packages, so check on the DanceBug App or ask your teacher for details.

If you have any problems with missing photos/videos or technical issues with your purchase, please email: support@dancebug.com

PLEASE NOTE: You will need to include the following information in order to better serve you:

- SDA Company
- Regional City
- Event Date
- Name of the Dancer
- DOB
- Studio

Q: Do you have any early registration discounts or other loyalty programs?

For all pricing and discount information, you will need to create a free DanceBug account on the Believe Talent Competition Website. You will have access to deposit, deadlines and other important pricing information.

Q: Do you accept independent entries?

Yes, you will need to create an account on the Believe Talent Competition Website.

Q: I have X number of dancers in a routine, which size of group do they fall into?

- Solo - (1 Dancer)
- Duet/Trio - (2-3 dancers)
- Small Group - (4-9 dancers)
- Large Group - (10-19 dancers)

- Line - (20 or more dancers)

Q: Can I “Pre Register” for an event? Last year, I waited too long and wasn’t able to compete at Believe Talent Competition. Our booking team is working all year long to search out the most convenient, professional, and available venue/dates. We typically release our tentative schedule in July/August and on the 1st of September they go LIVE on our website. We want to make sure you are able to compete with us, so we do have the option for you to “HOLD” entries in our system. All you need to do is email us at info@believetalent.com and we can add you to that list.

PLEASE NOTE: We want to continue to offer you and your dancers the highest quality dance experience, and a competitive number of studios/entries at every event. Therefore, before you request a HOLD on a Regional event, your commitment must be firm. We don’t want to have to cancel any events due to poor attendance. Believe Talent events will sell out. Once that event reaches the SOLD OUT status, we will require a deposit to continue holding your space.