



# DanceWorks Performing Arts Parent/Student Handbook 2020-2021

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## 1/ Introduction

It is our absolute pleasure to warmly welcome you into our family at DanceWorks Performing Arts. Our faculty is thrilled to see many familiar faces return to the studio and even more excited to see some new faces join our community. We have created this handbook to hopefully shed some light on how things will run throughout the year, as well as answer a lot of queries you may have before the year begins.

Please take the time to read this information carefully and keep your handbook in a safe place to refer to as you need. Do not forget that our friendly office staff are always here to answer any questions you may have. Nothing is too big or too small, we promise! ☺

## 2 / Studio Policy

It is important to us at DanceWorks that all members of our studio share our vision, our purpose, and the philosophy that encompasses everything we do both in and outside of our classes. This is a vision that is shared and demonstrated by the director, teachers and staff members at our studio and it is the driving force behind every interaction with our students and their families.

DanceWorks is a place where kids of all ages, shapes, and sizes learn to dance, sing and perform. This is a studio where creativity, individuality and self-expression is encouraged and has a community of teachers, students and families who are passionate about performing arts. Our goal is to create a positive and happy experience for all of our students. We strive to nurture and develop talent, celebrate the achievements of all students and inspire a love and appreciation of all styles of dance and the arts. We are committed to providing a safe and positive environment in which all students can feel empowered, comfortable and free to express themselves.

## 3/ Registration

Before putting on those dance shoes, it's important that ***all students and/or parents – whether returning or new - fill out and sign your registration paperwork*** so we can ensure we have the most up-to-date contact details for you. This information includes your registration form, waivers, media release form, 30 day drop notice paperwork all available online as well as your payment information forms in person at the front desk.

We encourage all of our students and families to try a variety of dance genres, and we are more than happy to accommodate a free class for existing students who want to try something a bit different. Please contact the front desk if you would like to try a new class and we will happily see what works for you on our schedule.

## **4/ Communication**

By now you have probably noticed that we are BIG on communication here at DanceWorks. It is our promise to respond to all inquiries within 24-hours. We will never leave a question unanswered. We even include a **“How We Communicate with our Families”** **handout** on our resources page to ensure new and returning families know exactly how we contact them and why.

For convenience, our primary means of communication is via email. You will receive regular newsletters and important information via email so ***please ensure you have provided the studio with an up-to-date email address that is regularly checked.*** We are happy to include multiple email addresses per family if you would like your correspondence sent to numerous recipients. Don't forget to add our email address [info@danceworksperformingarts.com](mailto:info@danceworksperformingarts.com) to your contacts so we don't end up in the dreaded Spam folder!

We provide information about classes, closures, and schedules on our website [www.danceworksperformingarts.com](http://www.danceworksperformingarts.com) and [vancouvercityballet.com](http://vancouvercityballet.com). We also send text reminders to all families who are able to give us a number that we can text. So, for this reason, ***please make sure the cell phone number you have provided to the studio is correct and up-to-date.***

We always display important information, dates and studio details on our noticeboard in the lobby, so please check the board when dropping off and picking up students in case there is anything you may have missed.

We are always happy to talk in more detail about communications you may receive from the studio, so if you need any clarification please don't hesitate to call us at 360-892-5664 to talk with the front desk or leave a message for the director to give you a call back. Our friendly office staff can be contacted at 360-892-5664 between 2-8 pm Monday- Friday, and 9 am- 12 pm Saturdays. Our studio is not open on Sundays.

## **5/ Important Dates**

Important dates such as holiday closures can be found on the studio calendar on the resources page.

## **6/ Code of Conduct**

To ensure the smooth, safe running of DanceWorks and enjoyable experience by all, below you will find our code of conduct. If any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's code of conduct.

- Families who do not comply with their fees may be charged a late fee, and/or excluded from performances.
- External debt collection may occur when fees remain overdue and this will be at the expense of the client.
- Costume expenses are the responsibility of the parent, and costumes will not be issued to students with unpaid class fees.

No classes or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class and all parents must wait in the waiting areas or outside of the studios until classes have been dismissed.

We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact the studio immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.

Any questions or concerns must go through the front desk – parents and students are not permitted to contact DanceWorks teachers via phone, in person, or via email / social networking with studio issues unless it has been broached with the director first. Personal meetings with the director can happily be arranged via the front desk.

In the rare case of a parent or student showing disrespect or defamation to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the director. Physical, mental, emotional, or cyber

bullying by parents, staff, or students will not be tolerated and will result in dismissal from the studio.

DanceWorks takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible.

DanceWorks management reserves the right to change teachers or schedules when necessary at any time throughout the year.

Choreography, costuming and studio policies remain the intellectual property of DanceWorks and may not be reproduced or sold by any students, parents or staff without permission of the director.

## **7/ Safety**

As part of your registration, you will have read and signed a media waiver allowing us to proudly use images and video footage of your student for advertising and promotional purposes. Should you have any concerns whatsoever with signing this declaration, please see our desk staff who will gladly assist you.

We have a number of viewing windows within the studio rehearsal space which can be checked by parents and family members from the comfort of our waiting area.

The director and staff at DanceWorks are wholeheartedly committed to ensuring children in all dance routines are not subjected to any inappropriate songs or costuming. We recognize that songs with sexist, explicit, violent, racist, homophobic, or criminal content may influence our dancers and/or audience and will not use such music.

We do require that parents and students give us a full description of all allergies to ensure we can provide a safe environment for our dancers.

While this is our normal procedure, at this time we have modified safety procedures due to COVID-19. Please take a look at our safety video on the homepage of our website to see all of the updated safety procedures.

## **8/Emergency Closure Policies**

Emergency Closures: In the event of an emergency closure all classes will transition to online distance learning. No refunds or credits are given for missed regular classes. If the studio must cancel classes due to pandemics, severe weather, or events beyond our control such as power outages, we will switch to online classes which are billed at the full tuition rate.

## **9/ F.A.Q.**

### **How do we differ from other dance studios?**

Our floors are elevated hardwood sprung floors with a Marley floor covering which offers cushioning and support and prevents injuries, slipping, and fatigue. We have front desk staff Monday-Thursday and Saturday to help answer questions. We have an on-site dancewear store for your convenience.

### **Can we view the class?**

All classes in studios 1, 2, 3, 5, and 6 can be viewed through viewing windows. Studio 4 parents can watch their student on the television located in the lobby. Sometimes class location changes due to the size of the class, or a specific class/rehearsal schedule. All classes are also streamed live through zoom so that students can attend class from home and parents can observe at a distance.

### **My student is interested in competition groups and/or performing groups- are these available?**

Our competition and performing companies have auditions each season, and the student must have danced with us for at least 6 months before being considered for these classes. If someone is interested in competition and performing company, please give your name and email to the front desk, or to our director Karen Cannon.

### **What is the registration for, and do I have to pay it?**

The registration fee covers administration expenses and is paid by all students, whether they are returning or new. The price for one student to register is \$40, whereas two or more is \$65 for a family discount.

**Where can I find out more about what the different dance genres are like?**

Aside from asking our instructors or staff, we have all class descriptions listed on our website that anyone may look at.

**Can my child start part way through the year?**

If there is still space available then a student can still enroll in classes, though they may be going into a class where the other students have learned a lot of basics already. Just be aware a student may have to do some catch-up work.

**If my student doesn't want to continue classes, what happens with payment?**

If we do not receive advanced notice, or if we receive notice of dropping classes past the first of the month, then tuition payment for the current month AND the next will be charged.

**Example:** If you only want to dance the month of February then drop at the end, we need notice the first of February or before. If we receive notice from the second to the end of February, then February AND March tuition would need to be paid even if you do not take class in March.

If you have dropped a class and are still paying for a month or two of tuition, we encourage your student to keep coming to class or try a different genre to see if they would be interested in another style!