

# DanceWorks Performing Arts

## Parent/Student

## Handbook

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360-892-5664



# **TABLE OF CONTENTS**

**1/ Introduction**

**2/ Studio Policy**

**3/ Registration**

**4/ Communication**

**5/ Important Dates**

**6/ Code of Conduct**

**7/ Safety**

**8/ Emergency Closure Policies**

**9/ FAQ**

**10/ Injuries**

**11/ Make Up Policy**

## **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 welcome new faces into our community.

We have created this handbook to help explain how things will run throughout the year and answer many of the questions you may have before the season begins. Please take the time to read this information carefully and keep your handbook in a safe place for future reference.

Our friendly office staff is always here to answer any questions you may have. Nothing is too big or too small—we promise!

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## **2. Studio Policy**

It is important to us at DanceWorks that all members of our studio share our vision, purpose, and philosophy, which encompass everything we do both inside and outside of our classes.

This vision is shared and demonstrated by our director, teachers, and staff members and 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. We are a studio where creativity, individuality, and self-expression are encouraged, supported by a community of teachers, students, and families who are passionate about the 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 every student, and inspire a love and appreciation for 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.

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### **3. Registration**

Before putting on those dance shoes, all parents/guardians are required to register for classes through their parent account and sign all required waivers.

We encourage our students to explore a variety of dance genres. Existing students are welcome to try a different class at no charge.

Please contact the front desk if your student would like to try a new class, and we will happily help find an option that works with your schedule.

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### **4. Communication**

By now, you have probably noticed that we are **BIG on communication** here at DanceWorks!

Our primary method of communication is email. You will receive regular newsletters, announcements, and important information throughout the year, so please make sure the studio has an up-to-date email address that you check regularly.

We are happy to include multiple email addresses on a family account if you would like correspondence sent to multiple recipients.

Please add the following DanceWorks email addresses to your contacts to help prevent our messages from ending up in your spam folder:

#### **General Information:**

[info@danceworksperformingarts.com](mailto:info@danceworksperformingarts.com)

#### **Billing:**

[billing@danceworksperformingarts.com](mailto:billing@danceworksperformingarts.com)

Information about classes, closures, schedules, and other studio updates is also available on our website:

**danceworksperformingarts.com**

We also send text reminders to families who have provided a mobile number. Please make sure the cell phone number listed on your account is current and accurate.

Important information, dates, and studio details may also be displayed on the noticeboard in our lobby. Please check the board when dropping off or picking up students.

Our office staff can be reached at **360-892-5664** during the following hours:

**Monday–Thursday:** 2:00 PM–8:00 PM

**Saturday:** 9:00 AM–12:00 PM

**Friday & Sunday:** Closed

We are always happy to answer questions or clarify communications you receive from the studio.

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## **5. Important Dates**

Important dates, including holiday closures, can be found on the studio calendar located on the Resources page of our website:

**danceworksperformingarts.com**

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## **6. Code of Conduct**

To ensure DanceWorks remains a safe, positive, and enjoyable environment for everyone, all students and families are expected to follow our Code of Conduct.

If any of the requirements below are unclear or concerning, please contact the studio so we can discuss them with you.

Following a formal meeting, DanceWorks reserves the right to dismiss or take disciplinary action against any student or parent who breaches the studio's Code of Conduct.

### **Tuition & Fees**

- Families who do not remain current with their fees may be excluded from performances.
- External debt collection may occur when fees remain overdue, and any associated collection expenses will be the responsibility of the client.
- Costume expenses are the responsibility of the parent/guardian. Costumes will not be issued to students with unpaid class fees.

### **Classes & Studio Conduct**

Classes and teachers are not to be disturbed unless there is an emergency.

Parents should not approach teachers or students during class. Parents must remain in designated waiting areas or outside the studios until classes have been dismissed.

DanceWorks is unable to take responsibility for students before or after their scheduled classes. Parents/guardians are responsible for ensuring their child is dropped off and picked up on time.

In the event of an emergency or unavoidable delay, please contact the studio immediately so we can help keep your child calm and safe until they can be collected.

Questions or concerns should be emailed to:

**[info@danceworksperformingarts.com](mailto:info@danceworksperformingarts.com)**

In the rare case of a parent or student showing disrespect toward or defaming another parent, staff member, or student, a meeting may be called immediately, and dismissal may be considered at the discretion of the director.

Physical, mental, emotional, or cyberbullying by parents, staff, or students will not be tolerated and may result in dismissal from the studio.

DanceWorks takes no responsibility for stolen or misplaced property on studio premises. We encourage families to avoid bringing valuable items into the studio whenever 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 students, parents, or staff without permission from the director.

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## **7. Safety**

As part of registration, families are asked to complete a media waiver allowing DanceWorks to use images and video footage of students for advertising and promotional purposes.

If you have any questions or concerns regarding the media waiver, please speak with our front desk staff.

Our rehearsal spaces include viewing windows that allow parents and family members to observe classes from the waiting area.

The director and staff at DanceWorks are wholeheartedly committed to ensuring children participating in dance routines are not subjected to inappropriate music or costuming.

We recognize that songs containing sexist, explicit, violent, racist, homophobic, or criminal content may negatively influence our dancers and/or audiences and will not use such music.

Parents and students are required to provide the studio with complete information regarding allergies so we can maintain a safe environment for all dancers.

### **Photo/Media Release Opt-Out**

To opt your student out of DanceWorks digital marketing materials, please email:

**[info@danceworksperformingarts.com](mailto:info@danceworksperformingarts.com)**

Please include:

- Account name
- Student name
- A current photo of the student uploaded to your Parent Account

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## **8. Emergency Closure Policies**

In the event of an emergency closure or pandemic, classes may transition to online distance learning.

No refunds or credits are provided for missed regular classes.

If the studio must cancel in-person classes because of a pandemic, severe weather, power outage, or another event beyond our control, classes may transition online and will continue to be billed at the full tuition rate.

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## **9. Frequently Asked Questions**

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

Our studios feature elevated hardwood sprung floors with Marley flooring, which provides cushioning and support while helping reduce slipping, fatigue, and the risk of injury.

We have front desk staff available Monday through Thursday and Saturday to help answer questions. We also have an on-site dancewear store for your convenience.

**Can we view the class?**

Classes held in Studios 1, 2, 3, 5, and 6 can be viewed through our viewing windows and streaming on our lobby TVs.

Class locations may occasionally change due to class size or specific class and rehearsal scheduling needs.

Some classes are also streamed live through Zoom so students can attend from home and parents can observe remotely.

**My student is interested in competition and/or performing groups. Are these available?**

Our competition and performing companies hold auditions each season.

Students are recommended to have danced with DanceWorks for one full season before being considered for these classes or teams.

If your dancer is interested in our competition or performing companies, please contact:

**company@danceworksp Performing Arts.com**

**What is the registration fee for?**

The registration fee covers administrative expenses and is paid by all students, whether returning or new.

**Where can I learn more about the different dance genres?**

Our front desk staff is always happy to help explain our different programs. Complete class descriptions are also available on our website.

**Can my child start partway through the year?**

Yes. If space is still available, students may enroll in classes after the season has begun.

Please keep in mind that they may be entering a class in which other students have already learned foundational material, so some additional catch-up work may be necessary.

**What happens if my student doesn't want to continue classes?**

At DanceWorks we require one-month (30 days) written notice of any customer's intent to drop classes. At DanceWorks, we require one-month (30 days) written notice of any customer's intent to drop classes. DanceWorks will charge the customer tuition for the entirety of the month following the date notice to drop is given. If the customer submits a drop notice before the 6th day of each calendar month, tuition will bill for that month. Anytime after the 6th day, tuition will be run immediately for the following month.

Example: Drop classes 1st- 6th of the month- the rest of the month must be paid.

Drop classes 6th-31st of the month, the following month must be paid.

This is regardless of whether your payment is deducted on the 1st or the 15th of the month. Tuition will be run immediately once DanceWorks is notified of dropping.

DanceWorks will charge the customer tuition for the entirety of the month following the date notice to drop is given, regardless of how much of the month has gone by. By signing this form below you agree to this policy, and give

DanceWorks your consent to charge you for any unpaid fees or tuition using the information we have on file after you have dropped. If you cancel your membership, the membership will remain active / valid until the end of the billing cycle / date on which the next payment is due, at which point your membership will end / become inactive.

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## **10. Injuries**

If a student is injured inside or outside of class, DanceWorks has established the following guidelines to protect the dancer, other students, and our teachers.

1. DanceWorks must receive a doctor's note stating the injury and recommended treatment plan.
2. If the treatment plan changes at any time, DanceWorks requires an updated treatment plan.
3. Before a dancer may return to participating in class, DanceWorks must receive written medical clearance.
4. All doctor's notes and medical clearance documentation may be emailed to: **info@danceworksperformingarts.com**
5. If a dancer has been out of classes or rehearsals for an extended period, private lessons may be required to help the dancer catch up. This will be determined on a case-by-case basis by the student's teachers.
6. With a doctor's note, an injured student may observe classes while completing assigned worksheets, provided the injury allows. The dancer must not become a distraction to other students or the teacher.
7. Students will continue observing classes until written clearance to resume dancing has been received.

Observing class gives dancers an opportunity to learn from a different perspective. Students may notice new details and gain a deeper understanding of technique by watching their peers and teachers.

Dancers will complete a guided worksheet to help focus their thoughts and observations during each class.

8. **Accounts will not be placed on hold due to injury.**

Without updated doctor's notes or written medical clearance, the student must continue observing class until clearance to dance is received.

These guidelines are in place for the safety of your child, our other dancers, and our teachers.

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## **11. Injuries**

We encourage all dancers to use our June Jamboree as an opportunity to make up missed classes throughout the season. During June Jamboree, dancers may try a different genre and take as many classes as they would like, as long as the classes are age and level appropriate. If a dancer prefers to make up a class during the regular season, a make-up must be arranged through the Front Desk and is subject to space availability in the same genre and level. If space is not available, the Front Desk will suggest another appropriate class, which may be in a different genre. Upper-level class make-ups are at the discretion of the teacher and will always be taken in a lower-level class. Make-up classes are offered as a courtesy and are subject to availability; tuition credits or refunds are not issued for missed classes.