

## 2018-19 Studio Policies

### PLEASE READ THOROUGHLY AND KEEP HANDY!

THE POLICIES OF ENCORE DANCE STUDIO WERE DESIGNED TO PROMOTE AN ORGANIZED, PROFESSIONAL STUDIO AND TO CREATE A POSITIVE LEARNING ENVIRONMENT FOR YOUR CHILD. BY FOLLOWING THESE POLICIES YOU WILL HELP CREATE THE BEST DANCE EXPERIENCE POSSIBLE. THE INSTRUCTORS AT ENCORE ARE PROFESSIONALS AND TAKE DANCE VERY SERIOUSLY. BY FOLLOWING THESE POLICIES YOU WILL HELP YOUR CHILD TO EXCEL AT THE FINE ART OF DANCE.

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#### STUDIO MANAGERS

KRISTINA DENNIS AND TERRAN TORRES ARE ENCORE’S CO-OFFICE MANAGERS. THEY ARE AVAILABLE MONDAY-THURSDAY 4:45-8:00 P.M. KRISTINA AND TERRAN MANAGE ALL CUSTOMER RELATIONS. PLEASE SEE THEM FOR ANY CONCERNS THAT YOU MAY BE HAVING. IF YOU NEED TO SPEAK TO AN INSTRUCTOR DIRECTLY, THEY CAN SCHEDULE AN APPOINTMENT FOR A PRIVATE MEETING.

#### PRACTICE WEAR

PRACTICE WEAR IS REQUIRED FOR ALL CLASSES. IF A STUDENT IS NOT DRESSED APPROPRIATELY THEY WILL BE ASKED TO SIT AND WATCH CLASS.

#### STUDENT’S HAIR MUST BE TIED BACK AND SECURE FOR CLASS. NO T-SHIRTS, GUM, OR JEWELRY!

PRACTICE WEAR CAN BE PURCHASED ONLINE OR AT “THE DANCER’S BOUTIQUE” IN ANN ARBOR OR “OPENING NIGHT” IN TOLEDO.

**BALLET & POINTE CLASSES: SHOES** ~ PINK PROFESSIONAL QUALITY BALLET SHOES. (ANGELO LUZIO TOTAL STRETCH CANVAS SHOES ARE RECOMMENDED.) LADIES ON POINTE MAY WEAR ANY BRAND POINTE SHOES THEY LIKE. WE REQUEST THAT DANCERS DO NOT WEAR LOW QUALITY BALLET SHOES BECAUSE THEY HINDER YOUR CHILD’S ABILITY TO HAVE CORRECT FOOT PLACEMENT.

**MOMMY & ME, COMBO I, II, & III** ~ PINK TIGHTS, PINK LEOTARD, (PINK SKIRT OPTIONAL BUT MUST BE ATTACHED TO LEO.) COMBOS WILL ALSO NEED BLACK TAP SHOES.

**BEG, BEG-INT, INT, INT-ADV, ADV BALLET & POINTE** ~ PINK TIGHTS, BLACK LEOTARD (BLACK SKIRT OPTIONAL.)

NOTE- BALLET IS A DISCIPLINED AND STRUCTURED FORM OF DANCE. THE APPROPRIATE ATTIRE WILL ALLOW THE INSTRUCTOR TO ACCURATELY CORRECT A DANCER’S PLACEMENT.

**TAP CLASSES:** BLACK TAP SHOES. ANY COLOR LEOTARD AND TIGHTS OR JAZZ PANTS OR SHORTS OPTIONAL.

**JAZZ CLASSES:** TAN JAZZ SHOES. ANY COLOR LEOTARD AND TIGHTS. JAZZ PANTS OR SHORTS OPTIONAL. NO BAGGY CLOTHING.

**LYRICAL CLASSES:** TAN JAZZ SHOES, TAN TIGHTS, ANY COLOR LEOTARD. SKIRT OR DANCE SHORTS OPTIONAL.

**HIP HOP CLASSES:** CLEAN TENNIS SHOES & ATHLETIC WEAR. NO BIG SWEATSHIRTS

**BOYS:** ATHLETIC WEAR AND APPROPRIATE DANCE SHOES.

**KIDS COMBO LYRICAL/HIP HOP:** ANY COLOR LEOTARD, TAN TIGHTS AND TAN JAZZ SHOES FOR LYRICAL.

CLEAN TENNIS SHOES & ATHLETIC WEAR FOR HIP HOP

**COMBO HIP HOP/TAP:** ANY COLOR LEOTARD AND TIGHTS AND BLACK TAP SHOES. CLEAN TENNIS SHOES FOR HIP HOP.

#### INSURANCE

ENCORE DANCE STUDIO DOES NOT CARRY MEDICAL INSURANCE FOR ITS STUDENTS. IT IS REQUIRED THAT ALL DANCE STUDENTS BE COVERED BY THEIR OWN FAMILY INSURANCE POLICIES AND IF INJURY OCCURS IT IS UNDERSTOOD THAT THE STUDENT’S OWN POLICY IS YOUR ONLY SOURCE OF REIMBURSEMENT.

#### SNOW OR BAD WEATHER

THE STUDIO WILL USUALLY FOLLOW THE ADRIAN PUBLIC SCHOOLS DECISION ON CLASS CANCELLATION FOR BAD WEATHER. WE WILL SEND AN EMAIL BY 3:00 P.M. IF CLASS IS CANCELED. ENCORE RESERVES THE RIGHT TO CANCEL CLASSES AT OUR DISCRETION. WE WILL NOT PUT ANY CHILD IN DANGER DUE TO WEATHER. ANY CLASSES THAT OR MISSED OR CANCELED CAN BE MADE-UP BY ATTENDING ANOTHER CLASS CLOSE TO THE SAME LEVEL.

#### HOLIDAYS

THE STUDIO WILL BE CLOSED FOR THE FOLLOWING HOLIDAYS: HALLOWEEN (OCT 31), THANKSGIVING (NOV. 19-23), WINTER BREAK (DEC 21-JAN 6), SPRING BREAK (APRIL 1-5) AND MEMORIAL DAY (MAY 27). YOU WILL NOT BE CHARGED FOR THANKSGIVING, WINTER, OR SPRING BREAKS. CHILDREN WHO HAVE CLASS THAT FALLS ON HALLOWEEN SHOULD COME TO A MAKE UP CLASS EARLIER THAT WEEK.

#### ATTENDANCE AND TARDINESS

IF A STUDENT IS MORE THAN 7 MINUTES LATE THEY WILL NOT BE ALLOWED TO PARTICIPATE IN CLASS THAT DAY. STUDENTS COMING IN LATE CAUSE TOO MUCH DISTRACTION, DELAY, AND WILL NOT BE PROPERLY WARMED-UP FOR CLASS. GOOD ATTENDANCE IS IMPERATIVE, AS ABSENCES AND TARDINESS CAN HOLD BACK AN ENTIRE CLASS; AND THE STUDIO CANNOT JEOPARDIZE ITS RESPONSIBILITIES TO THE REST OF THE CLASS FOR ONE STUDENT. IF MORE THAN 3 OUT OF THE LAST SIX CLASSES ARE MISSED THE DANCER WILL NOT BE ALLOWED TO PARTICIPATE IN THE RECITAL. PLEASE MAKE EVERY EFFORT TO ATTEND EVERY CLASS. MISSED CLASSES MAY NOT BE DEDUCTED FROM TUITION PAYMENTS. MAKE-UP CLASSES SHOULD BE ATTENDED.

#### MAKE-UP POLICY

IF FOR ANY REASON YOUR CHILD CANNOT ATTEND CLASS, THEY ARE ENCOURAGED TO ATTEND A MAKE-UP CLASS WITHIN THE MONTH. (NO EXTRA CHARGE FOR MAKE-UP.) SEE KRISTINA OR TERRAN FOR PROPER CLASS PLACEMENT.

#### DROPPING OFF AND PICKING UP DANCERS

PARENTS ARE WELCOME TO DROP THEIR CHILD OFF FOR DANCE CLASS. PARENTS MAY WANT TO STAY FOR YOUNG CHILDREN IN COMBO CLASSES. PLEASE BE ON TIME TO PICK UP YOUR CHILD AFTER CLASS. IF PARENT IS LATE, AFTER THE LAST CLASS OF THE NIGHT, YOU WILL BE CHARGED \$1.00 PER MINUTE TO PAY FOR THE TEACHER OR MANAGER TO STAY AND SUPERVISE YOUR CHILD. THIS CHARGE WILL BE ADDED TO YOUR BILL.

#### PRIVATE LESSONS

ADVANCE PAYMENT IS REQUIRED. YOU MAY PURCHASE A “PRIVATE LESSON PACKAGE” FROM THE MANAGER. AFTER THE PACKAGE IS PURCHASED YOU MAY SCHEDULE APPOINTMENTS WITH THE INSTRUCTOR. PLEASE DOUBLE-CHECK YOUR SCHEDULED PRIVATE LESSON TIME ONLINE AT [WWW.ENCOREDANCEADRIAN.COM](http://WWW.ENCOREDANCEADRIAN.COM) UNDER “PRIVATE LESSONS”. CANCELLATIONS MUST BE MADE 24 HOURS PRIOR TO LESSON.

#### COMMUNICATING WITH INSTRUCTORS

WE WORK VERY HARD TO KEEP YOU INFORMED BY E-MAILING A MONTHLY NEWSLETTER AND UPDATING OUR WEBSITE. HOWEVER, IT IS YOUR RESPONSIBILITY TO KEEP UP TO DATE BY READING NEWSLETTERS, E-MAILS, AND CHECKING THE INFORMATION BOARD AND WEBSITE. IF YOU HAVE A QUESTION ABOUT THE DANCE STUDIO PLEASE DO NOT ASK INSTRUCTORS DURING OR IN-BETWEEN CLASSES. PLEASE VISIT THE MANAGER’S OFFICE WHERE KRISTINA OR TERRAN WILL BE MORE THEN HAPPY TO HELP YOU WITH ANY QUESTIONS. THE INSTRUCTORS HAVE A VERY TIGHT SCHEDULE AND ARE NOT ABLE TO MEET WITH PARENTS DURING CLASS BECAUSE IT CAN USE UP VALUABLE CLASS TIME. IF YOU NEED TO TALK PERSONALLY TO AN INSTRUCTOR PLEASE SCHEDULE AN APPOINTMENT WITH THE MANAGER SO THAT THE INSTRUCTORS CAN GIVE YOU THEIR FULL ATTENTION. **PLEASE RESPECT THE INSTRUCTOR’S PRIVATE TIME BY NOT CALLING THEM AT HOME.**

#### **LOBBY AREA**

WE HAVE VIEWING WINDOWS IN THE LOBBY SO THAT PARENTS MAY WATCH CLASS THE FIRST FULL WEEK OF EACH MONTH. PLEASE BE CAREFUL OF CONVERSATION TOPICS BECAUSE THERE ARE MANY "LITTLE EARS" AROUND. PLEASE DO NOT TALK ABOUT ADULT TOPICS, OTHER DANCERS OR PARENTS, OR INSTRUCTORS. THIS IS NOT APPROPRIATE FOR THE LOBBY AREA. IF YOU HAVE A PROBLEM REGARDING THE INSTRUCTORS, OTHER STUDENTS, OR PARENTS, PLEASE SEE A MANAGER TO DISCUSS IT. BY TALKING ABOUT IT IN THE LOBBY YOU ARE UNDERMINING THE INSTRUCTOR'S AUTHORITY OR HURTING THE FEELINGS OF OTHER DANCERS AND THEIR PARENTS. PLEASE HELP US TO PROMOTE THE MOST POSITIVE ENVIRONMENT AND MAKE EVERYONE FEEL WELCOME.

#### **RECITAL**

THE DRESS REHEARSALS FOR THE RECITAL WILL BE IN **JUNE 3, 4, 5**. THERE WILL BE FOUR RECITAL PERFORMANCES **JUNE 6, 7, 8**. PLEASE RESERVE THESE DATES NOW BECAUSE YOUR CHILD COULD PERFORM ANY ONE OF THESE DAYS. **THE DRESS REHEARSALS ARE MANDATORY FOR ANYONE WANTING TO PERFORM IN THE RECITAL.** (DANCERS WHO DO NOT ATTEND THE DRESS REHEARSAL WILL NOT BE ALLOWED TO PERFORM IN THE RECITAL.) YOUNG CHILDREN'S CLASSES WILL ONLY PERFORM IN ONE OR TWO SHOWS. RECITAL TICKETS WILL BE AROUND \$16 FOR ADULTS AND \$11 FOR CHILDREN. THEY WILL BE BY RESERVED SEATING ONLY AND WILL BE AVAILABLE FOR PURCHASE THROUGH TECUMSEH CENTER FOR THE ARTS ONE MONTH BEFORE THE PERFORMANCES. **ACCOUNT BALANCES AT ENCORE MUST BE PAID IN FULL BY THE LAST WEEK OF CLASSES IN ORDER TO PERFORM IN THE RECITAL.**

#### **SHOWCASE FEES**

##### **FEE IS DUE NOV. 5-8TH**

**SHOWCASE FEES COVER** RECITAL COSTUMES AND DRESS REHEARSAL INSTRUCTION. THE FEE IS \$75 PER STUDENT/ PER CLASS. COMBO CLASSES SHOULD ONLY NEED TO PURCHASE ONE COSTUME FOR BOTH THE BALLET AND TAP. IF A DANCER IS IN MORE THAN ONE CLASS HE OR SHE WILL NEED TO PAY \$75 FOR EACH ADDITIONAL CLASS. THE SHOWCASE FEE IS DUE NOVEMBER 5-8TH SO THAT COSTUMES CAN BE ORDERED ON TIME. YOU MAY PAY MONEY TOWARDS THIS FEE AT ANYTIME BEFORE THE FEE IS DUE. THE COSTUME SIZE THAT WILL BE ORDERED IS AT THE PARENT'S DISCRETION. ONCE COSTUMES ARE ORDERED THERE ARE NO REFUNDS OR SIZE CHANGES. ANY ALTERATIONS NEEDED ARE THE PARENT'S RESPONSIBILITY. ALL TUITION ACCOUNTS MUST BE UP TO DATE TO ORDER COSTUMES. ANY COSTUMES THAT ARE ORDERED AFTER THE ORIGINAL ORDER GOES IN WILL HAVE TO PAY A LATE FEE FOR SHIPPING AND THEY MAY NOT BE HERE IN TIME FOR RECITAL PICTURES.

#### **RECITAL PHOTOS**

RECITAL PHOTOGRAPHS WILL BE TAKEN DURING CLASS TIME IN APRIL. PHOTO SHOOTS DURING CLASS TIME PROVIDES CONVENIENCE FOR PARENTS AND ALLOWS TEACHERS TO BE AVAILABLE FOR POSING. THOSE PARENTS WANTING ADDITIONAL INSTRUCTION FOR THEIR CHILDREN DURING THIS TIME ARE ENCOURAGED TO UTILIZE OUR MAKE-UP POLICY. IF THERE IS A PROBLEM WITH YOUR PICTURE ORDER PLEASE CONTACT THE PHOTOGRAPHER DIRECTLY, NOT ENCORE.

#### **VIDEOTAPING DURING RECITAL AND DRESS REHEARSAL**

VIDEOTAPING DURING OUR RECITAL IS NOT ALLOWED. HOWEVER, YOU MAY VIDEOTAPE DURING THE DRESS REHEARSAL. THE RECITAL WILL BE TAPED USING PROFESSIONAL EQUIPMENT, AND DVD COPIES WILL BE AVAILABLE AT REASONABLE PRICES. STILL PICTURES ARE PERMITTED; HOWEVER, NO "FLASH" PICTURES ARE ALLOWED DURING PERFORMANCES. THERE IS A GREAT DEAL OF EDITING INVOLVED FOR OUR DVD'S. PLEASE ALLOW 8 WEEKS OR MORE FOR THE DELIVERY OF THE DVDS. IF THERE IS A PROBLEM WITH YOUR VIDEO ORDER PLEASE CONTACT THE VIDEOGRAPHER DIRECTLY, NOT ENCORE.

#### **COMPETITIVE DANCE TEAM**

ENCORE OFFERS A VARIETY OF TEAMS FOR A UNIQUE DANCE EXPERIENCE. NO AUDITION IS NECESSARY FOR THE PETITE AND ENSEMBLE TEAMS. ELITE AND PERFORMANCE TEAM'S AUDITION IS HELD IN APRIL OR MAY. DANCERS WHO WOULD LIKE TO AUDITION FOR THE TEAM ARE ADVISED TO PARTICIPATE IN JAZZ AND BALLET CLASSES WEEKLY. DANCE EXPECTATION AT THIS LEVEL IS MORE THAN ONCE A WEEK. BALLET IS VERY IMPORTANT FOR THE TEAM MEMBERS BECAUSE IT IS THE BASIS FOR GOOD DANCE TECHNIQUE.

#### **TROPHIES**

ALL DANCERS WHO PERFORM IN THE RECITAL WILL RECEIVE A TROPHY. THERE ARE SPECIAL TROPHIES FOR SPECIFIC YEARS.

#### **LATE FEES AND RETURNED CHECKS**

THERE IS A \$20 LATE FEE FOR ALL LATE TUITION PAYMENTS. IF TOTAL BILL IS NOT PAID BY DATE SET, THE DANCER WILL HAVE TO SIT OUT OF CLASS. ALL FEES MUST BE PAID IN FULL BEFORE RECITAL OR THE STUDENT WILL NOT BE ABLE TO PARTICIPATE. THERE IS A \$36 FEE FOR ALL RETURNED CHECKS. IF AN AUTO-PAY IS DECLINED ON THE 1ST OF THE MONTH WE WILL AUTOMATICALLY CHARGE THE AUTO-PAY AGAIN BEFORE THE 15TH OF THE MONTH. IF PAYMENT IS NOT RECEIVED BY THE 15TH OF THE MONTH A LATE FEE OF \$20 WILL BE ADDED TO THE ACCOUNT

#### **TUITION IS SET TO AUTOMATIC DEBIT FROM CHECKING, SAVINGS, AND CREDIT CARD ACCOUNTS. (1<sup>ST</sup> OF EACH MONTH)**

TUITION IS BASED ON A 34 WEEK DANCE YEAR. PAYMENTS ARE BROKEN UP INTO 9 MONTHLY PAYMENTS FOR YOUR CONVENIENCE. TUITION IS NON-REFUNDABLE AND IS PAID TO SAVE YOUR CHILD'S PLACE IN CLASS. IF YOUR CHILD HAS DECIDED TO STOP ATTENDING CLASS YOU MUST STOP BY THE STUDIO TO FILL OUT A "STOP AUTOMATIC PAYMENT FORM" AT LEAST 2 WEEKS BEFORE PAYMENT IS DUE. IF WE ARE NOT CONTACTED WE WILL CONTINUE TO BILL YOU FOR SAVING YOUR CHILD'S PLACE IN CLASS. YOU ARE NOT CHARGED FOR THANKSGIVING BREAK, WINTER BREAK, SPRING BREAK OR THE REMAINDER OF JUNE AFTER RECITAL.

IF AN AUTO-PAY IS DECLINED ON THE 1ST OF THE MONTH WE WILL AUTOMATICALLY CHARGE THE AUTO-PAY AGAIN BEFORE THE 15TH OF THE MONTH. IF PAYMENT IS NOT RECEIVED BY THE 15TH OF THE MONTH A LATE FEE OF \$20 WILL BE ADDED TO THE ACCOUNT

#### **REGISTRATION**

ALL DANCE CLASS REGISTRATION IS DONE ONLINE. THIS OFFERS PARENTS MORE CONVENIENCE AND ACCESS TO THEIR ACCOUNT 24 HOURS A DAY. YOU MAY CHOOSE FOR YOUR AUTOMATIC PAYMENTS TO COME OUT OF YOUR CHECKING ACCOUNT OR CREDIT CARD ACCOUNT. THERE ARE NO "CONVENIENCE FEES"! GO TO [www.encoredanceadrian.com](http://www.encoredanceadrian.com) TO REGISTER ONLINE.

#### **PARENT PORTAL**

THE PARENT PORTAL ALLOWS YOU TO REGISTER FOR CLASSES, UPDATE ACCOUNT INFO, DOWNLOAD NEWSLETTERS, CONTRACTS, STUDIO POLICIES AND DANCE CLASS MUSIC AND VIDEOS. ALL THE IMPORTANT INFO THAT YOU NEED. CHECK IT OUT TODAY! YOU CAN ACCESS THE PARENT PORTAL AT [www.encoredanceadrian.com](http://www.encoredanceadrian.com).