

DEXTERITY

DANCE STUDIO

2020-2021 HANDBOOK

Welcome to your 2020-2021 Dexterity Dance Studio handbook!

There is lots of information provided, so please keep and refer to this handbook when needed. As always, if you have any questions please do not hesitate to contact us!

We are very excited to begin a wonderful dance season with you!!

- Dexterity Dance Studio

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1/ Introduction

It's our absolute pleasure to warmly welcome you into our family at Dexterity Dance Studio. Our team is thrilled to see many familiar faces and even more excited to see some new faces. We have created this one-stop 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. While we would love for you to take the time to read this information carefully and keep your handbook in a safe place to refer to as you need, don't forget that our friendly office staff are always here to help and will happily answer any questions you may have.

QUICK REFERENCE STUDIO INFORMATION

Address: Unit #25 140 East Chestermere Dr

Phone Number: 403-816-6189

Email: dexdancestudio@gmail.com

Website: dexteritydancestudio.ca

Office Manager: Skylar Graham

Studio Owner: Makenna Sendeki

*this handbook, on our website, will be updated as needed

2 / Studio Manifesto

It is important that at Dexterity Dance Studio all members of our team share the same values, vision, and mission. Our manifesto encompasses everything we do both in and outside of the studio. Our manifesto is shared by everyone and is the driving force behind every interaction with our students and their families.

This is a studio where creativity, individuality, and self-expression is encouraged. We have a community of teachers, students and families who are passionate about performing arts. 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.

Our Values → Gratitude, Inclusion, Integrity, Commitment, Community

Our Mission → To share our pure joy and love of dancing with the community by providing professional dance instruction in a high quality, studio environment

Our Vision → We strongly believe in the holistic development of our dancers. Our vision is to develop dancers that are physically, mentally, and emotionally the best that they can be.

3/ Registration

Before lacing up those dance shoes, it's important that all students and/or parents – whether returning or new - fill out and sign the registration paperwork so we can ensure we have the most up-to-date contact details for you.

You can register online at <https://www.dexteritydancestudio.ca/registration> or in person via appointment. Please call 403-816-6189 to schedule a registration appointment.

Our pre-registration offer not only means that you will be entered to win a FREE YEAR OF DANCE (*the contest winner receives free tuition payments of a 45min class from September 2020 to June 2021) but it also ensures that in the event of classes reaching capacity before season kicks off, you will be guaranteed a spot.

You can pre-register anytime between May 1st – May 31st 2020. The contest will close and the winner will be announced June 1st 2020.

Regular registration runs from June 1st until September 13th. You can register online at <https://www.dexteritydancestudio.ca/registration> or in person via appointment. Please call 403-816-6189 to schedule a registration appointment.

**** DUE TO POTENTIAL COVID-19 RESTRICTIONS, WE WILL BE LIMITING CLASS SIZES. TO ENSURE YOUR DANCER GETS A SPOT, PLEASE REGISTER EARLY.**

**** With COVID-19 in mind, we will also not be taking any payments until we are confident classes will run. Registration will be at your own discretion, understanding that the studio may not re-open in September and classes may not run as scheduled.**

Before your first day of class in September, our \$30 registration fee, the first payment (Sept), and the last month payment (June) of tuition will be required. This amount is NON-REFUNDABLE after classes have commenced.

We encourage all of our students and families to try a variety of dance styles and we are more than happy to accommodate trial classes for existing students who are wanting to try something a bit different. Please contact reception if you would like to try a new class and we will happily schedule a quick meeting and fit you in for a trial (provided the class has not reached capacity).

4/ Communication

By now you have probably noticed that we are BIG on communication here at Dexterity Dance Studio. It is our promise to respond to all enquiries within 24-hours and we hope to never leave a question unanswered.

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 of course 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, dexdancestudio@gmail.com, to your contacts so we don't end up in the dreaded junk folder!

It is your responsibility to make sure you are reading all newsletters and information sent to you.

In the infrequent case of urgent information (for example, unexpected class cancellations or performance changes), we may send an SMS/text and/or phone all families. So, for this reason, please make sure the mobile phone number you have provided to the studio is correct and up-to-date.

Social media is a great way for us to keep in touch with a large number of people at once, so we encourage all families to like our Dexterity Dance Studio Facebook page (<https://www.facebook.com/dexteritydancestudio/>) and find us on Instagram (@dexteritydancestudio).

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

5/ Important Dates

We understand wholeheartedly how busy the lives and schedules of our dance families can get, so we have outlined a few important dates for you to note. All dates will be communicated via email as we get closer to the events. New dates or events that are not listed below will also be communicated via email ahead of time. If you know ahead of time that your family will be unable to attend these events due to planned holidays or existing commitments, please let our office know at your earliest convenience.

Date	Event	Description
May-August 2020	Registration	Make sure you get a spot in one of our classes 😊
September 14	Classes Begin	First day of classes!
October 12	Thanksgiving Monday	No Class
October 26-31	Halloween Dress Up	Come to class in your Halloween costume
October 31	Halloween	No Class
November 16-21	PJ Week	Ditch our dress code and wear your PJ's to class!
December 20 – January 3	Christmas Break	No Classes
January 18-23	Viewing Week	Come into the studio and watch your dancer!
February 8-13	Love & Kindness Week	With Valentine's Day approaching, wear red and pink to class, celebrating love and kindness
February 15-20	Reading Week	No Classes
April 2	Good Friday	No Class
May 17-22	Pictures/Dress Rehearsal	Each class will come dressed in their costume to have their picture taken and practice their dance
June 17 & 18	Recital	Your dancers' chance to shine on stage!
June 26	Final Day Of Classes	Our 2020-2021 season comes to an end

6/ Code of Conduct

We have a code of conduct to ensure an enjoyable experience for everyone. We reserve the right to dismiss or take disciplinary action on anyone who breaches our code of conduct.

1) Families who do not comply with their tuition or costume payment obligations will 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, costumes will not be issued to students with any unpaid fees.

2) No classes or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class. All parents must wait in the waiting areas or outside of the studio until classes have been dismissed. Dexterity Dance Studio has studio-viewing windows for parents/guardians to watch their dancers during class. These windows are opened and closed by instructor discretion. We also offer a Viewing Week for spectators to come into the studio during class time.

3) We are unable to take responsibility for our students before or after their scheduled classes (this includes supervision before/after) and it is the responsibility of the parent/guardian 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.

4) Any questions or complaints must go through reception – parents and students are not permitted to contact Dexterity Dance Studio teachers via phone, in person, by email, or via social networking with studio issues unless it has been broached with the studio owner first. Personal meetings with the studio owner can happily be arranged.

5) Dexterity Dance Studio 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. We also encourage all items (dance shoes, water bottle, etc) to be labelled with the students' name.

6) Dexterity Dance Studio reserves the right to change teachers or timetabling when necessary at any time throughout the year.

7) All students should be dressed appropriately for class, never chew gum while dancing, and address their instructor as Miss or Mr.

8) Our instructors are not responsible for any administrative matters so please only approach them with student progress inquires.

9) Our lobby and dancers lounge is a place for positive talk and encouragement only. Negative "lobby talk" will not be tolerated. Our lobby also a place where children will be directly supervised by a parent, enforcing respectful behaviour.

7/ Safety

With the safety of our families a number one priority, Dexterity Dance Studio is very serious about upholding Child Protection laws and policies within the studio as well as at public performances and in the online arena (websites and social media).

As part of your registration, you will have read this handbook and initialled beside media rights permission, 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 office staff who will happily assist you.

We have a number of viewing windows/viewing sessions within the studio rehearsal space which can be checked by parents and family members from the comfort of our waiting area. All of our teachers and staff members have undergone official checks allowing them to work with children. Please note that the viewing window blinds are opened and closed at the instructor's discretion.

For safety reasons we do not allow children to wait outside to be picked up after class. It is the responsibly of the parent/guardian to come into the studio to pick their child up or to have their child wait inside and look out the window until their ride has arrived. We also need to know, in writing, if there is someone who is not allowed to pick your child up. This may include an ex-spouse who does not have custody.

Participation in dance classes could result in possible personal injury. Despite precautions being taken by the studio, accidents and injuries may occur. By signing our registration form you voluntarily assume all risks related to dance classes at Dexterity Dance Studio.

For the safety of everyone, we have a security camera and alarm system.

If there are any health concerns we should be aware of, please let us know. This includes letting us know where inhalers or EpiPen's may be kept during class time. You can email us this information at dexdancestudio@gmail.com

8/ Privacy

When you purchase a product or service with Dexterity Dance Studio, the information we may collect from you includes your name, address, telephone numbers, email addresses, medical information and perhaps credit card or bank details. It may also include details of the products and services we provide to you as well as the status of your enrolment. We only collect information directly from our students or their parent/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

We may occasionally use your information to promote and market to you information which we consider may be of interest to you unless you contact us and tell us not to do so.

We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

If you would like to know what information we hold about you or wish to update the information, or if you wish to be removed from all further direct marketing communications, please contact us.

9/ Exams

As a studio who values the growth and commitment of our dancers from all ages, it's our pleasure to have the ability to offer exams as Dexterity Dance Studio is a certified studio. We offer RAD Ballet exams. While exams are not mandatory, they present a unique opportunity for students to display and take pride in how hard they work and are a tangible goal for dancers to work towards. The exam experience is uplifting, beneficial, and rewarding and for this reason we are very proud that Dexterity Dance Studio has the ability to offer exams.

If your dancer is interested in taking ballet exams, please email us at dexdancestudio@gmail.com and we will make sure you are put on the information mailing list.

10/ Recital

At the end of every season, Dexterity Dance Studio hosts an on-stage performance. This performance is not mandatory but is a wonderful chance for ALL of our dancers to experience what it's like to perform on stage. The student's shine as they dance in their well-earned spotlight. The 2020-2021 recital will be Thursday, June 17th and Friday, June 18th. Your dancer's class may be chosen to perform in one or both shows.

If you have chosen to be a part of our recital there are a few extra fees involved. These fees involve a costume fee (anywhere from \$75-120 per costume) and the purchasing of a recital ticket (approx. \$22 ea.) if you wish to watch the show. New this season, we will be having the recital filmed and everyone will get access to the footage via an online, password protected system. The online recital video will cost approximately \$15.

All of the extra fees as well as dates and times for the rehearsal and actual recital will be announced before you decide if you would like to participate in recital or not.

11/ Competition

By invitation only, a select group of dancers will be chosen to compete for Dexterity Dance Studio during the 2020-2021 season. Being a competitive dancer is an amazing opportunity, getting the chance to dance on stage multiple times a year, be recognized for your talents by esteemed professionals, build forever-lasting friendships with your teammates, and learn what it's like to work hard for something you love.

In order to become a member of our competitive team, the dancer must indicate they are interested on their registration form, be enrolled in both ballet and Barre None (if applicable), and have excellent attendance in all classes. The first month of classes is considered our audition phase, where dancers will be looked at closely and possibly moved around to a better fitting class. In October if you have been chosen, an invitation will be emailed to you!

There are additional fees, time commitments, and expectations required as a competitive dancer. The dancers will compete three times in the spring (one of the competitions being out of town) and will also attend a dress rehearsal. Each competition comes with a set of entry fees. There will also be costume fees.

The exact fees, expectations, and dates/times will be known and sent out before you RSVP to your invitation.

12/ Timetable

Timetabling our classes is a huge task and we try really hard to create a schedule that accommodates the dancers, their parents, and the teachers. You can find our class schedule on our website (<https://www.dexteritydancestudio.ca>), and again please contact us if you have any questions at all.

13/ Class Attire

At Dexterity Dance Studio, we believe that wearing studio wide class attire gives students a sense of belonging to our family. It also creates an identity for our studio.

Attire can be purchased year-round from our online store

<https://dexteritydancestudio.johnnybrown.ca>

You will search by class styles and can purchase everything your dancer will need. At the top of each section is an explanation of what is required for your dancer to wear to their classes each week. Most items are shipped right to your home within a week.

If you are in need of something immediately, we have partnered with three dance wear stores in Calgary - Classique Dance and Activewear, Bodythings, and Muge. They will likely have what you need you in stock and ready for purchase.

14/ Fee Structure

Please find below the fee structure for this season. Feel free to contact our office staff if you have any fee-related queries.

*all fees include GST *these fees do not include costume and/or performance fees

Class Length	Tuition Price per month (4 classes)
30min	\$50
45min	\$56
60min	\$70

We offer the following options for fee payment:

- 1. All at Once** – You will pay your \$30 registration fee (per dancer) and then all 10 months worth of tuition payments. Payment options include cash, cheque, debit, credit, or Internet Bank Transfer.
- 2. Half & Half** – You will pay your \$30 registration fee (per dancer) and then 5 months worth of tuition (Sept, Oct, Nov, Dec, June). In January you will then pay the remaining 5 months of tuition (Jan, Feb, Mar, Apr, May) *a post-dated cheque for the January-May payments can be handed in at time of registration. Payment options include cash, cheque, debit, credit, or Internet Bank Transfer.
- 3. Monthly** - You will pay your \$30 registration fee (per dancer) and then both the first month (Sept) and last month (June) tuition payments. You will then be able to write post-dated cheques for the 1st of each month for the remaining 8 months (Oct, Nov, Dec, Jan, Feb, Mar, Apr, May). You may also leave a credit card on file with us and we will auto draw your monthly payments. Payment options include cash, cheque, debit, credit, or Internet Bank Transfer.

Fee Policies (Refunds, Late Fees, etc.)

- At the time of registration, a non-refundable registration fee of \$30 is due (this payment can be deferred due to COVID-19).
- Before the first class, both the first and last month (Sept & June) tuition payments are due. This amount is non-refundable after classes have commenced.
- There will be a \$40 late fee for unpaid balances on your account per month.
- There are no refunds at all on or after February 1st.

- There are no refunds for missed classes.
- Refunds will not be issued for missed classes due to cancellation or public holiday – where possible, we will endeavour to arrange make-up lessons for classes cancelled by Dexterity Dance Studio or will offer an alternative class.
- If you have more than one dancer you are paying for, please combine payments onto one cheque.
- Please have the dancers first and last name marked clearly on all cheques.
- All credit card transactions are charged an additional 2-3%
- A multi-class discount of 10% will be applied for single dancers taking three classes or more per week

15/ Attendance

Your child's attendance in class is very important to their peers and our teaching staff. As a member of the team, it is a commitment and your responsibility to ensure your child attends their classes each week. Not only do absences impact the stage routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group.

If you know ahead of time that your child will be absent due to holidays/vacations, previous commitments, or school trips, please let us know ahead of time so the class impact is minimal. If your child is too unwell to attend class, we ask that you inform our office staff as soon as you can so they can let the teachers know.

Unfortunately we are unable to accommodate make-up sessions for students who miss classes, but will make every endeavour to schedule a catch-up class in the unlikely event that Dexterity Dance Studio needs to cancel a lesson.

Time Commitment and Withdraws

Most of our classes require a 10 month commitment (Sept – June). A few of our children's classes only require either 4 months (Sept-Dec) or 6 months (Jan-June) of commitment – please inquire about which classes these are if you might be interested.

If you wish to withdraw from classes at Dexterity Dance Studio, it is a requirement that you notify the studio in writing. Any withdraws after February 1st are NOT subject to receive any refunds.

16/ Social Media

Dexterity Dance Studio's Social Media Policy refers to all social networking sites, video/photo sharing, blogs, podcasts, forums, instant messaging, and geo-spatial tagging (for example, Facebook check-ins). Please see below for our regulations regarding Social Media and feel free to contact our office staff if you have any questions.

- Dexterity Dance Studio will have your media rights permission after you have signed the registration form, allowing us to proudly use images and video footage of your dancer for advertising and promotional purposes, including posts on social media.

- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Dexterity Dance Studio staff, students, or families may subject the owner to disciplinary or legal action.

- Should you wish to engage on Social Media while identifying as a member of Dexterity Dance Studio, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy.

- Any content revealing or referring to sensitive studio information is not allowed to be shared online.

- All matters pertaining directly to the studio - whether it be fees, scheduling, placements or performance opportunities - may not be communicated via Social Media. We have an open door policy and encourage all communication, complaints, and feedback to be communicated to the studio owner directly.

- 'Hidden' or 'private' groups formed for the specific purpose of discussing studio matters will be discouraged

- You may not post photographs / videos that feature Dexterity Dance Studio dancers other than your own online without the proven consent of their parent/guardian.

17/ Our Teachers / Faculty

Finally, it's our pleasure to introduce our hand-picked faculty for this season! Our enthusiastic, passionate, and dedicated teachers are thrilled to be a part of your family's dance journey this year. We are truly looking forward to growing together as we mould skilled, confident, genuine and unique performers. If you have questions about our instructor's certifications/qualification, please ask... we love to talk (especially about ourselves 😊).

Our teachers are.... Miss Makenna, Miss Tyra, Miss MacKenzie, Miss Kyla, Miss Sarah, and Miss Madison!

Our office staff are... Skylar Graham & Dena Sendeki

Please find our pictures and full bio's on our website! www.dexteritydancestudio.ca