

Policies

To ensure the smooth, safe running of Pointflex Dance Company and an enjoyable experience by all, below you will find our code of conduct. As always we are open to feedback, so 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.

PAYMENT: Families who do not comply with their fee or costume payment obligations will be charged a late fee of 5% after 15 days of non payment, 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. Total costume costs will be between \$75-\$135. All cheques returned NSF will incur a \$30.00 fee.

WITHDRAWAL: Registration commitment is for the season of the class registered for and we encourage seeing your class(es) through to the end. If cancelling classes, the Studio Director must be notified at least 30 days prior to the deposit of the next monthly payment via email. There will be no reimbursement for classes not taken or partial months. If cancelling classes at any time throughout the season, a \$50.00 cancellation fee must be paid per class.

CLASS PLACEMENT: The level that each dancer is placed in will depend on their age, ability, maturity, and determination. All of these factors depend on what the instructors feel the student will benefit from throughout the year. We want each child to be challenged and to work hard, but to also not be overwhelmed. It is never a guarantee that a child "moves up" a level each year, or that they remain with the same group they were in the season before.

CLASS INTERRUPTION: No classes (including private lessons) 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 studios until classes have been dismissed. If you wish to meet with a teacher, please book an appointment at the front desk.

STUDENTS UNATTENDED: 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. It is best if a child arrives 15-20 minutes prior to class start to ensure the washroom has been used, shoes are on, and they are fully prepared for their class to start. Please arrive promptly as late dancers affect the entire class. Please ensure your child is picked up no later than 10 minutes after class ends. 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.

WAITING AREA: We are happy to provide the waiting area for students prior to their class start, as well as parents and siblings. Please note that all children (students and siblings) must be monitored by their parent and cannot be left unattended. All dancers and siblings must sit quietly and read a book, colour, and talk or do homework. Running, shouting, and other disrespectful behaviours will not be tolerated. Please partner with us to make the waiting area a nice place for all. Absolutely no outdoor shoes may be worn in the waiting area.

CONCERNS: Any concerns must go through the Studio Director – parents and students are not permitted to contact Pointflex Dance Company teachers via phone, in person, or via email / social networking with studio issues unless it has been broached with the Studio Director first. Personal meetings with the studio director can happily be arranged via phone call or email and we do encourage reaching out with any questions or concerns.

HARASSMENT: 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 studio director. Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

STOLEN ITEMS: Pointflex Dance Company 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.

CHANGES: Pointflex Dance Company management reserves the right to change teachers or timetabling when necessary at any time throughout the year.

RIGHTS: Choreography, costuming and studio policies remain the intellectual property of Pointflex Dance Company and may not be reproduced or sold by any students, parents or staff without permission of the Studio Director.

BEHAVIOR ISSUES: Children exhibiting inappropriate behavior or bullying will be removed from their dance class. Parents/ Guardians agree to work in cooperation with Pointflex Dance Company to resolve any behavioral issues in a timely manner. Dancers who are found to be displaying inappropriate behavior will be disciplined as follows:

- First infraction- a verbal warning from staff. Second infraction- a discussion with the parent about the matter. Third infraction- a temporary suspension (typically two weeks). Forth infraction- a dismissal from the dance studio for the season (withdrawal policy will be followed with regards to refunds of tuition). Any dancer caught stealing, bullying, vandalizing or intentionally hurting another individual will be dismissed immediately (withdrawal policy will be followed with regards to refunds and tuition).

DRESS CODE: All students must follow the dress code. If teacher finds grooming and dress inappropriate for class, they will be asked to observe the class and it will be considered an absence.

COMMUNICATION: Many of our families will quickly tell you how we over-communicate with our dance families (and frankly it's true!). We want to ensure that everyone at Pointflex is informed on important information. Please take the time to read the email updates that are sent out from the studio regarding important upcoming events and information. Pointflex prides itself in effective and thorough communication with parents as it is our goal to ensure you are provided with everything you need to know for a successful dance season. Failure to read the information sent home could result in your child missing classes, incurring late fees or missing out on deadlines.

RESPECT: Please keep in mind that everyone is here to learn, grow, and have fun and we are here to encourage, support and celebrate all students, parents, and staff at the studio. Encourage your child to follow the student code of conduct and to keep Pointflex values in their minds.

ATTENDANCE: Encourage your child to attend as many classes as possible throughout the year. Our dancers cannot improve and successfully learn choreography if they do not attend class. Dancers who repeatedly miss class will be required to take make up classes at an additional cost (5 classes for Developmental Stream & 3 for Enrichment). Extreme absences will result in removal from the program (7 classes for Developmental Stream & 5 for Enrichment). Outside of class we ask that you encourage your child to be practicing at home, dance is no different than learning an instrument (we must practice to improve). Please call or email the studio if your child will be absent from class so the teacher can adjust their lesson. 24 hours notice is appreciated.