

CDC Procedures & Expectations

Attendance and sick days

- Consistent attendance is very important in a group learning environment for progression, classroom dynamics and safety.
- We do not issue refunds, credits or prorated amounts for missed classes.
- If your dancer is unable to attend a class, please contact studio owner Jill Danielson by email or text: missjilldance@gmail.com or 403-763-3207.
- Inconsistent attendance may result in termination.
- We cannot accommodate long-term absences. A couple of examples would be: A family vacation lasting longer than two consecutive weeks or scheduling conflicts with another activity. Please do not register for our seasonal program if you know that you are unavailable to participate consistently for the duration of the season. Registration will be terminated in the event of a long-term absence.
- If your dancer suffers a medical condition and needs to stop attending classes for a period of time, please contact Jill Danielson as soon as possible to discuss the matter.
- Dancers should not be brought to class if they are displaying any signs of illness. Please keep them home until their symptoms have cleared up. If a dancer is brought to the studio showing symptoms or develops any symptoms during class, a parent will be contacted for pick-up.

Class cancellations

- There is a possibility that classes may be canceled on short notice. This is usually due to teacher illness or poor driving conditions for our Calgary teachers. In the case of a class cancellation, you will be notified by email and text message.
- When possible, we will schedule a make up class.

Dress Code

*Please refer to our separate Dress Code document.

- Dancers are expected to be dressed in proper dance attire, required footwear, with their hair done, for every class. Dancers should take pride in their appearance, which correlates to their success and the productive and structured group learning environment.

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Drop-Off and Pick-Up

- Dancers should arrive at least five minutes early for class.
- Dancers (and PARENTS) must leave all footwear in the downstairs vestibule.
- Parents are welcome to accompany dancers into the building and wait quietly in the reception area during their class. Please refrain from bringing friends or extended family members with you.
- Dancers must be picked up promptly after their class. We do not provide any childcare services and do not take responsibility for dancers once their class has ended.

Breaks between classes

- Dancers can remain at the studio, unattended (9yrs+) if they have multiple classes on the same day with breaks in between. Please note that we do not take responsibility for dancers' care during this time.

Change rooms and bathrooms

- We have two change rooms (with cubbies), a long rack of coat hooks in the hallway and two gender-neutral bathrooms.

Class observation

- Parents, extended family members and friends, are not allowed inside the dance classes to watch and observe. Dance class is time for your dancer to be gaining independence. Protecting the integrity and environment of the class are very important, as well as protecting our dancer's privacy.
- There is one observation window into each studio, with a curtain. Observation windows may be open or closed, at the teacher's discretion.

Water bottles

- Please send your dancer to class with a labeled water bottle. We do not have a water fountain.

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Snacks and food

- Dancers may eat snacks at the studio but not in or during a class.
- For dancers who have multiple classes on the same day and eat meals at the studio, you may make use of the appliances and cutlery in the kitchen.
- Please clean up after yourselves!

Payments and Tuition and Cancellation Policy

- All payments will be charged in the portal software. You will have your own account where you can view all of your transactions.
- Please refer to our separate document 'Price List and Tuition policies' for all of our payment policies.

Communication and complaints

- The majority of all studio communication will be done through email, from me, studio owner Jill Danielson. I will keep you updated and informed on all studio events and closures.
- If you have any questions or concerns during the season, please contact me, Jill Danielson at: missjilldance@gmail.com. My administrative hours are Monday through Thursday, 9:00am-2:00pm.
- If you or your dancer experience something with or at CDC that upsets you, I ask that you please wait at least 24hrs before issuing a complaint. All complaints should be sent to me, Jill Danielson, by email, please and thank you.

Parents expectations

As the parent of a participant with CDC, you can and should expect to help in contributing to your dancer's success. Children need help with basic preparation, such as packing their dance supplies, punctuality and having the proper clothing, footwear and hairstyling for each class. Our staff are not responsible for dressing dancers, nor do we supply clothing or other supplies if your dancer does not have them. Help us, help your dancer, to have a successful experience at CDC.

Failure to adhere to our studio's standards and expectations can result in your registration being terminated.

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