

# Concert Dance Conservatory LLC



Studio Policies & Procedures

2021-2022

3472 Research Parkway #101  
Colorado Springs, CO  
80920

Office: 719-282-7757

Web: [www.concertdanceconservatory.com](http://www.concertdanceconservatory.com)

**Fees/Tuition Due Date:** Please see separate Fee Schedule for tuition and punch card rates. **Tuition will be due on the 25<sup>th</sup> of the month for the following month's classes, (i.e.: Feb tuition will be due by 1/25). If tuition is not received by the 30<sup>th</sup> day of that preceding month, a late fee will be assessed.** CDC accepts cash, checks and credit card payments.

**NO REFUNDS** will be issued for the following: Registration fees, company fees, costume fees for costumes already ordered or tuition for the current month. A student must notify the CDC office, in writing, of their wish to withdrawal from a class by the 25<sup>th</sup> of the month BEFORE the month in which they wish to withdraw. If this notice is not given, a student may still drop a class or classes but will be charged for the following full month's classes.

**Communication/Information:** Please be sure to check your email inbox regularly for important information from CDC staff members regarding studio information. You are welcome to contact CDC via email, phone or in person and we are happy to speak with you. However, a habit of talking with us in person or via text and phone, in place of taking the time to read the emails CDC sends, results in a backlog of work and a hindrance in speed and production for the instructors/staff and director.

**Please make every effort to read the information provided via email, on the studio web site and the information posted and handed out at the studio. Also, please make every effort to keep track of your own child's class schedule.** Again, we are happy to assist, but dependence upon studio staff looking up each family's class schedule and tuition due on a regular or recurring basis does, again, create a backlog in work and a reduction in productivity.

We will be checking phone messages and emails daily and will return your emails and calls in a prompt manner. We will also be available in person to assist you during the following business hours. **Please reference our "Open Door Policy" section below, if you need more than a few minutes to discuss any matter:**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
3:30-9:00	4:15-9:00	4:00-9:15	1:00-2:15 & 4:30-9:00	11:30-2:00 & 3:30-9:00	9:15-2:30 & 3:00-5:30

**Studio Office Phone:** 719-282-7757

**Web Site:** [www.concertdanceconservatory.com](http://www.concertdanceconservatory.com)

**Mindy Email:** [mindy@concertdanceconservatory.com](mailto:mindy@concertdanceconservatory.com)

**Class Cancellations:** In the event that CDC needs to cancel a class due to weather, emergency or any other scenario, we will schedule a make-up class or provide an option of making up the canceled class during another class time. We will credit the student's tuition account if we fail to provide a make-up class option. **This credit is only available to students due to classes canceled by CDC. It is not available to students who miss their regularly scheduled classes or who choose not to attend the make-up class provided.**

We will do our best to notify each student/family far in advance or early in the day if a cancellation will need to take place, (usually before 2:00 PM, if possible). We will send out mass emails and/or texts and will update our web site with cancellation info. **If you do not hear from us ahead of time, please assume classes are still running.** If we need to cancel after classes have started, we will notify each student/family immediately.

We will not necessarily follow surrounding school district cancellation schedules during times of severe weather, as many of them have to close due to morning bus transportation safety. We, however, hold classes later in the day and evening, after streets have been plowed. You are always welcome to call or text if you are unsure whether or not your regularly scheduled class will be held, but if you have not received a notification and do not see a cancellation on our website's home page, please assume classes are running. The studio phone number is a land line and will not be able to receive texts.

Each family should, of course, make the decision of whether or not to attend classes during snow or other bad weather based on their own drive and surrounding area's conditions. An absence due to weather will be excused. It is then the individual student's responsibility to find another class within the CDC schedule to use as a make-up class.

**Important Studio Dates/Studio Closures for Holidays and Breaks:** CDC Will close for a Winter/Holiday break during the second half of December, on most major national holidays and during a week in the spring for Spring Break. We will also close for session breaks between school season and summer session classes. Our Web site will be updated regularly to show a list of currently known closures and important dates. [www.concertdanceconservatory.com](http://www.concertdanceconservatory.com). We will also send emails showing studio closure dates.

**Studio Conduct:** All employees, family members and students are expected to conduct themselves with kindness, professionalism and respectfulness toward others when at the studio and when at studio functions. We highly discourage emotionally charged behavior, gossip and division within the studio. Although dance can be inherently competitive, we ask that this be used to inspire dancers to better themselves, rather than to tear others down. We ask that students, parents and teachers support the success and growth of each student at CDC.

Young children should be accompanied by adults when entering and exiting the building. Children should not be left to run through the studio or to disrupt the classroom environment. We ask that every visitor keep in mind the atmosphere, volume and decorum necessary to allow for the proper concentration and learning of the students within the classroom.

**Open-Door Policy:** Open communication can help to diffuse any misunderstandings and address questions and concerns. We encourage individuals to schedule meetings via the CDC office if they have major concerns or questions which need to be addressed. We ask that parents and students refrain from confronting or delaying instructors before, during or after classes. Scheduling a meeting is a great way to create the time and atmosphere necessary to address concerns. CDC asks individuals to present their concerns in a calm and respectful manner.

Also, when wanting to speak with an instructor or director, please keep in mind that stopping by before or after class, without notifying CDC, may not give you the time you desire. Staff members are regularly moving from administrative work or other classes to the next class and may not necessarily be available to you when you stop in. Again, please schedule a meeting to avoid an uncomfortable or discouraging situation. Please remember that CDC staff members are handling an entire studio, its programs, classes and performances and multiple families.

Also, although we welcome your suggestions and input and will always give you a hearing, please take a moment to consider the time and thoughtfulness put into our studio policies and business decisions before they are ever put into play. We do not make any decisions lightly or without research or experience. There are many factors driving each policy and procedure at CDC. Please consider the experience of those making the decisions and the time involved behind the scenes before offering suggestions or taking offense to a requirement or procedure. Your CDC staff consists of human beings who work hard to provide an excellent experience to all students and family members at CDC. Please be respectful of their time, professional experience, feelings and hard work when raising a question, suggestion or concern, just as they keep the well-being of you and their students foremost in their minds when creating policies and requirements.

Many times friction can result from a family's failure to read or adhere to our policies. Please check policies before plunging into an emotional discourse with any staff members at CDC.

**Classroom Conduct:** Students should be respectful of each instructor and classmate while attending class. They should refrain from arguing with an instructor or fellow student and should remain attentive at all times. Students should not talk during class unless the given activity allows for communication. Phones are not allowed during class time and should be silenced and kept out of the way during each class session. Students should end each class by clapping and thanking their instructor.

Students should treat the studio as a classroom environment and should not run or rough house on the studio floor or in any part of the facility. Hanging on the barres is prohibited. No student should push, hit or put their hands on another student in a harmful or invasive way. Such behavior will be met with zero tolerance and will result in a student being asked to leave class. This behavior may result in expulsion from the studio per instructor and owner discretion.

Students are asked to raise their hand when they have a question and should also ask permission before leaving class to get water, use the restroom, etc. Each student should bring their own water bottle to class to avoid having to leave class to hydrate themselves. The office will also keep water bottles on site during class times. These water bottles are available to students if they forget their own water.

Students should give 100% effort in each class and should approach each class, exercise and challenge with a positive and willing attitude. We ask that students see correction and instruction as a positive and remain open to being taught, to being pushed to

their full potential and to receiving correction, critique and feedback. CDC is an educational environment, not a recreational facility.

No gum or food allowed in the classroom. Students should stay hydrated with water during class time. No soda, tea, juice, etc.

**Studio Safety:** Students should remain inside the studio until their ride arrives to pick them up. Students should refrain from running, horseplay and/or hanging on the barres. We ask that parents arrive in a timely manner to pick up their students. Please keep in mind that CDC is not a daycare or babysitting facility. Our staff members do have other jobs and obligations and may not be available to supervise a student far in advance of a class or long after a class has ended. Please notify the office or Artistic Director if you will be late to pick up your student.

Also, please be aware that classes may end 5-15 minutes late on some occasions due to delays between classes when instructors are tending to student and parent questions, allowing time for students to use the facilities and/or change shoes, etc. CDC works to make sure each student is receiving the full class time their family has paid for. Sometimes that may mean having to keep a class beyond its finish time.

Students should ask permission before utilizing studio space for any activity.

Students must wear sweats or street clothes over their dance clothes when entering and exiting the building. This is necessary for professionalism, personal safety and for keeping their muscles warm before and after athletic activity. Students should refrain from wearing their dance shoes on the sidewalk or asphalt.

\*All students and visitors should **remove their street shoes before stepping on the Marley** dance floor. This is necessary for the preservation of the floor.

**Parent/Family/Friend Observation:** CDC may, if needed, provide class observation weeks during each semester. CDC wants its customers to be able to view the progress and learning environment of its students. However, it is very difficult for students to concentrate and learn proper studio etiquette if they are observed during every class/on a regular basis.

We do ask that parents drop their students off, leave the premises during class and return at the end of class. Due to the unique nature of the space, CDC does realize parents/visitors may be present during the last few moments of each class. We understand there is not a separate waiting space for parents and visitors at CDC, so we do not require that parents/visitors wait outside or in their cars. We do, however, request that parents/visitors not make a habit of staying to watch full classes on a regular basis.

Exceptions can always be made for special visitors and special circumstances. Please simply ask the instructor if observation is appropriate before the start of class.

Parents of new students attending trial classes may observe these trial classes to aid them in their decisions on enrollment.

All observing family members should remain quiet during class time and respect the studio as a classroom learning environment.

**\*Pre-School/Pre-Dance Levels:** A standing exception to CDC's observation rules exists for parents of pre-school aged students, (and to some Dance A Level 5-7 yr old students per case, pending discussion). Any parent who feels it necessary to stay to watch their child during a pre-dance level class may do so. We realize this is a younger age group with different needs than students ages 6, 7 and up. We just ask that observing parents refrain from interjecting or creating a disturbance during class time. We also encourage parents of these younger students to gradually allow for the independence of their child during class time, if/when they feel it is appropriate, to prepare their child for classes in future years. We ask that at least one parent or guardian stay during class time if their dancer is young enough to require assistance when using the restroom.

**Performance Conduct:** Students should attend all rehearsals for the performances in which they intend to participate. Failure to attend rehearsals may result in dismissal from the performance. All dress rehearsals are mandatory. In addition, students are expected to participate in planned performances, even if ill on the day of performance.

A student will only be excused from a performance, in which they have agreed to participate, in times of family emergency or severe physical injury, (i.e.: broken bones, snapped tendons). It is important that we all work as a team when rehearsing and performing.

Students should NEVER wear their costumes to or from a performance venue. They must always arrive and leave in street clothes, sweats or company/studio sweats.

**Injury/Injury Prevention:** CDC instructors will teach with a high focus on correct technique which, in turn, leads to knowledge of the body and proper injury prevention by its students. A student should be prepared to participate in classes using “active rest” when they are dealing with a non-debilitating injury. A student should, of course, refrain from classes if they break a bone or snap a tendon. Students should notify instructors of injuries immediately and should be open to allow the instructor to watch their movement for a time in order to assess the proper way to proceed.

### **Attendance/Punctuality/Make-Up Requirements**

**Regular Attendance:** Dance, as an athletic art form, trains smaller/less regularly used muscle groups and requires extreme motion within a dancer’s joints and ligaments. Because of the rare nature of this activity, dance does tend to require its participants to actively train more regularly than they might have to if engaged in a different type of athletic endeavor. It is, therefore, important for a student to attend class regularly to allow for the proper training of his/her body’s muscle memory, strength, stamina, flexibility and reflex. Regular attendance is also essential to a dancer’s individual progress, as well as to the progress of the other class and team members within the student’s classroom.

**Excused Absences:** However, it is probable that students will need to miss classes from time to time due to school requirements, illnesses, vacations, family emergencies, etc. Please notify CDC of any absences far in advance, if/when possible. This will help the instructor/choreographer to plan accordingly. You may contact the office via phone or email to alert CDC of your absence. Communication is key.

**Non-Excused Absences:** CDC does not recognize attending parties, family dinners or recreational activities with friends as excused absences. CDC also does not expect regular, weekly homework or tending to natural occurring bodily functions to cause a dancer to miss classes or rehearsals. We highly encourage students to manage their time wisely for the completion of homework and for test/final exam studies when not in class. We can work with students during excessively busy or high-pressure school times, but ask that homework and finals not be used as an excuse to be absent from classes on a regular or frequent basis.

Also, CDC will not excuse a student’s absence if they do not notify CDC of their absence ahead of time, (except in the case of sudden illness, vehicle trouble, weather interference or family emergency).

**Excessive Absence:** If a student exhibits a pattern of regular or excessive absences in any one class or group of classes, CDC will schedule a meeting with the student and their parent(s) to determine the best course of action. Excessive absence will keep a student from progressing accordingly and from progressing at the same level as the other students within a class. Regular absence from classes may result in a student being removed from portions of choreography and/or delay their progress to the next level.

**Long-Term Commitments:** As a dance studio, CDC exists to educate and encourage young artists toward the pursuit of experiences within the performing arts world. CDC will work with students participating in school or community plays or performances, those participating in extra-curricular musical or otherwise artistic activities, students involved in school dance teams and/or those who have a long-term academic commitment. The CDC staff will meet with students on a case-by-case basis when long-term conflicts arise, to determine the best approach toward their dance class schedule.

Students participating in CDE, (Company), should realize that participation in the performance company requires a heightened commitment to classes and choreography rehearsals. This should be taken into consideration when a dancer is deciding whether or not to participate in a long-term commitment outside of CDE. Absence from company could cause a major reduction in the number of dances the missing student will be allowed to learn and perform.

**Concert Dance Ensemble (Company) Members:** See Company Contract

**Tardiness/Arrival Time/Business Doors Open:** CDC discourages tardiness and recommends that each student plan to arrive at 5-10 minutes early for each class. Students should not, however, plan to arrive 20-30 minutes early for class UNLESS there is another class running before theirs starts. Staff will usually open the studio doors 5-15 minutes before the day’s first class.

Students should be in proper attire and footwear, with their hair up, ready to begin class at class start time. If stuck in traffic or delayed by weather, please notify CDC via phone or text. Excessive tardiness may be addressed by a CDC instructor with the student and their parent(s). A student will not be allowed to participate in any class if they arrive more than 15 minutes late. This is to promote the safety and health of the student’s muscles and to prevent injury to his/her body.

**Make-Up Classes:** A student will always be welcome to make up a missed class, even if not required, if they so desire. The student should check with a class instructor before dropping in to another class as a make-up, simply to make sure the class will be running as regularly scheduled and that the instructor feels it is an appropriate level in which to make up the student's missed class. Students may, of course, attend their make-up class for no additional charge.

### Dress Code

Students are required to wear classroom attire appropriate to the style of dance class being taken. Each teacher may have specific standards for their classes. However, general guidelines are as follows:

- **Pre-Dance (Ages 3-5) & Beg Level A-1&2 (ages 6-9):** Solid color leotard. Pink tights for Ballet. Pink, tan or black tights may be worn for other styles of dance. Solid color leggings, small dance skirts and dance shorts may also be worn. No loose or baggy clothes. Hair up neatly and securely off of face. Hair in bun for Ballet.
- **Ballet (Beg to Adv):** Black leotard. Pink tights. Small Ballet skirts or black dance shorts may be worn over tights and leotards. Underwear should not be worn under girls' tights and leotards. Hair in secure bun and kept neatly off of face. **Boys** may wear black tights or black dance or sweat pants and a black or white fitted t-shirt. Hair should be kept out of face.
- **Jazz/Modern/Contemporary/Tap/Musical Theater (Beg to Adv):** Black leotard. Black or tan tights. Solid black leggings or black dance shorts may also be worn. Hair must be up and should be kept securely and neatly off of face. **Boys** may wear black tights or black dance or sweat pants and a black or white fitted t-shirt. Hair should be kept out of face.
- **Company Rehearsals:** Solid color leotard with pink, tan or black tights. Solid color leggings or dance shorts may also be worn. No loose or baggy clothing. Tight camisole tops may be worn over leotards. Hair up neatly and securely off of face.
- **ALL CLASSES:** NO BARE LEGS. NO SOCKS in place of bare feet or appropriate shoes. Please keep dance leotards and shorts at an appropriate size and length. NO bare abdominals or excessive skin.
- **Undergarments: ALL STUDENTS should wear appropriate undergarments created for athletic activity and dance**
  - **Girls:** Sports bras or dance bras should be worn under leotards. No underwear under tights unless it is underwear created specifically for dance/not seen under the leotard. Body liners and body tights may also be worn under leotards.
  - **Boys:** Dance belts should be worn under class attire.
- **Warm-Ups:** Warm-ups may be worn over class attire during the first portion of class but must be removed after barre and warm-up. These warm-ups should not be excessively baggy and should be black, white, gray or Ballet pink in color. Some exceptions can be made. Simply avoid overly decorative or bright warm-up items. Students are encouraged to bring leg warmers, sweats and dance sweaters for warm-ups during the colder months of the year.
- **Hair/Jewelry:** Hair should always be neatly and securely off of face. For safety reasons, **no jewelry is allowed in class.** Exception: Students may wear small post or stud earrings.
- **Shoes**
  - **Ballet (All levels):** Pink Ballet shoes (girls); Black Ballet shoes (boys)
  - **Jazz (All levels):** Tan jazz or black jazz shoes (girls); Black jazz shoes (boys)
  - **Modern/Contemporary (Ages 8 & up):** Bare feet, dance pawz or foot undeez. NO SOCKS may be worn IN PLACE of proper shoes.
  - **Tap (All levels):** Black tap shoes (jazz tap shoes, not character tap shoes). Character tap shoes may be added/required for older dancers for certain performances throughout the year.

### 2021 Update to Dress Code

**NO LEGGINGS may be worn in Ballet Classes for ages 8-18. PINK TIGHTS ONLY**