



Concert Dance Conservatory

# POLICIES & PROCEDURES

2022-2023

3472 Research Pkwy #101  
Colorado Springs, CO 80920

P: 719-282-7757

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

## Serious Training for the Serious Student

**Concert Dance Conservatory is, first and foremost, an educational, rather than a recreational, dance studio environment.** We offer a professional, serious, supportive and enriching training environment to the all-around dancer by upholding the policies and procedures outlined within this booklet. We have high expectations of our students and delight in watching them succeed by learning to be accountable to themselves, their instructors and their teammates, by teaching them to see corrections and directions as positives and by encouraging them to allow themselves to be pushed to be their best. We have over 60 years of combined teaching experience within our small staff and do what we do for the purpose of seeing our students succeed.

We have learned, within these long-standing teaching careers, that students build self-esteem by meeting challenges and by doing difficult things, rather than via instant gratification. Fun is the reward of hard work and determination, not a jumping-off point for training, unless a student is in a Pre-Dance level. Dance is a demanding and difficult athletic activity that produces a high level of self-discipline. It is a privilege, rather than an entitled right, for a student to learn the beautiful art form of dance.

We present our expectations at appropriate levels for each age group. We do not expect the same of the young 3-5 and 5-7 year old dancers that we do of older students at higher levels. We present class material in age-appropriate formats to keep students engaged in their different developmental stages and to keep them progressing steadily forward in preparation for future levels. However, we do begin to teach proper technique, respect and class structure immediately, to students of all ages and experience levels.

We exist to prepare students for the dance world if they have professional dance aspirations. We also exist to provide excellence in training and to push students to their best individual potential even if they do not have professional dance aspirations. We believe dance should be presented with integrity in instruction, regardless of the ultimate goals of each individual student. We exist to instill a love and respect for all forms of concert dance into the students who pass through our doors.

### Tuition and Fees

**Fees/Tuition Due Date:** Please see separate Fee Schedule for tuition and punch card rates. **Tuition will be due on the 15<sup>th</sup> of the month for the following month's classes, (for example, Feb tuition will be due by 1/15). A late fee of \$25 will be assessed if payment is not received by the 20<sup>th</sup> of the month.** An additional late fee of \$10 will be added for every additional 15 days in which payment is not received/the account is past due. CDC accepts cash, check and credit card payments, but strongly recommends setting up auto-process credit card payments within the online customer portal for the payment of monthly tuition.

**NO REFUNDS** will be issued, for any reason, for the following: Registration fees, company fees, costume fees, recital participation fees or tuition for the current month or upcoming month. A student must notify the CDC office, in writing, of their wish to withdrawal from a class by the 15<sup>th</sup> of the month BEFORE the month in which they wish to quit attending. If this notice is not given, a student may still drop a class or classes but will be charged for the current and/or upcoming full month.

### Communication & Information

**EMAIL:** Please be sure to check your email inbox regularly for important information from Concert Dance Conservatory regarding studio information. It is our main and most efficient mode of communication.

**Please make every effort to read the information provided via email, on the studio website and the information posted and handed out at the studio. Also, please make every effort to keep track of your own dancer's class schedule.**

**We recommend communicating via email as a first choice whenever possible.** This will often allow for a faster response to your inquiry than a phone call or text, due to the busy teaching schedule worked by our owner and instructors. We will check phone messages and emails regularly and will return your emails and calls as soon as possible. Failure to read the communication we provide will result in a backlog of inquiries and a longer wait time in receiving an answer from the staff and studio owner.

**In-Person Communication:** Please refrain from delaying an instructor before, during or after any class time, as this will delay class start and end times for the entire day/evening. If you need to speak in person regarding any manner, please contact us via phone or

**email to set up a time to speak.** Please do not arrive more than 5 minutes early to any class, hoping to catch an instructor to discuss any matter, as we cannot guarantee that the instructor will be available. In most cases the instructor is coming out of a previous class or administrative obligation and is preparing and/or setting up for the upcoming class.

**Admin Email:** [info@concertdanceconservatory.com](mailto:info@concertdanceconservatory.com)

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

**Deb Email:** [deb@concertdanceconservatory.com](mailto:deb@concertdanceconservatory.com)

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

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

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### Class Cancellations, Credits and Make-Up Classes

**Class Cancellations:** If 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 affected by 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(es) provided.

We will send out mass emails and/or texts and will update our web site with cancellation info. We will notify each student/family immediately if we need to cancel after classes have started, due to an emergency.

We will not necessarily follow surrounding school district cancellation schedules during times of severe weather, as many of them must 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 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.

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). If you do not hear from us ahead of time, please assume classes are still running

Each family should, of course, make the decision of whether 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.

**COVID Absences:** It is each student's responsibility to attend make-up classes for any classes missed when/if they are out sick with COVID. **Students must follow our studio's quarantine and testing guidelines after testing positive for COVID and may not return to the studio without a negative PCR test or two negative Rapid tests, (within 24-48 hours of one another).** CDC will not refund or credit students for classes they miss while out sick with COVID.

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### Studio Closures/Holiday and Session Breaks

**Important Studio Dates/Studio Closures for Holidays and Breaks:** Please refer to the separate "Studio Closures and Pro-Rate Schedule" form located in this packet and on our website at [www.concertdanceconservatory.com](http://www.concertdanceconservatory.com). 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 website will be updated regularly to show a list of currently known closures and important dates. We will also send emails showing studio closure dates.

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### Studio Conduct

**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 when interacting with the studio owner, other instructors or other students and parents. This type of interaction never generates a productive or helpful result. We also highly discourage 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.

**Child Accompaniment and Behavior:** 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. **This is a classroom environment, not a recreation center.**

**Classroom Conduct/Dance Etiquette:** 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 always remain attentive. 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.

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

**High Expectations/Pushing Toward Excellence:** 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. We push students toward their full potential and will confront any incorrect mindsets or self-defeating behavior. We will also confront any behavior that affects the other students within the team and classroom. Students will be held accountable and will not be coddled.

**Parent Conduct:** 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, 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 and hard work when raising a question, suggestion or concern, just as they keep the well-being of the entire studio 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.**

### Studio Safety and Care

**Student Pick-Up:** Students should remain inside the studio until their ride arrives to pick them up. Please notify the office or Artistic Director if you will be late to pick up your student. 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.

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.

**Respect the Space:** Students should refrain from running, horseplay and/or hanging on the barres.

\*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.

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

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**Class Dismissal—Classes and Rehearsals May Run Late**

Also, please be aware that classes may end 5-15 minutes late at times 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. If classes run past their end time, it is either because an instructor is making sure that students receive the full time they have paid for, or because an instructor is spending extra time, free of charge, to make sure students complete a task or better understand a concept before leaving. **It is proper classroom and dance etiquette to wait for the dance instructor to dismiss class. Students and parents should not interrupt an instructor to tell them it is time to end class, to ask them when class will be ending or to tell them they need to leave. A student/parent should notify the instructor before the start of the class if the student/parent has an event they must get to immediately after class. This will allow the instructor to dismiss the student without conflict even if the class itself runs over its end time.**

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**Class Observation**

**Parent/Family/Friend Observation:** **Class observation, overall, is not regularly permitted, even from within a car in the studio parking lot.** CDC may, on occasion, 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 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.

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 prospective students attending trial classes may observe these trial classes to aid them in their decisions regarding 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 rule exists for parents of pre-school aged students, (and to some Dance Level A-1 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. In fact, 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.

**We ask that observing parents refrain from interjecting or creating a disturbance during class time. Also, please keep in mind that parents are not permitted to take any photos or videos during class time unless they receive permission from the instructor ahead of time. An instructor may not give permission, as we have artistic property rights and other peoples' children's privacy rights to uphold.** We 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.

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## Videos & Pictures

**Parents/Visitors/Students:** Parents, students and/or other visitors are NOT permitted to take any pictures or videos during our classes or events unless granted permission by the instructor/owner of the studio ahead of time. We have artistic property rights and privacy laws to which we must adhere as a private business. We are not a public school or rec center.



Parents, students and/or other visitors and instructors may NOT post ANY photos or videos from our classes or events.

**Social Media Postings:** Concert Dance Conservatory approved staff will regularly post pictures and/or videos of our students, from classes and events to our website, Facebook, Instagram, Google and other social media sites. We will also use pictures and videos of our students in our advertising materials. Parents/Students agree to this posting via our Parent Portal agreements/releases upon enrollment. You must notify the owner of the studio, specifically and immediately, if you do not give permission for your student's image to be posted in any of the above.

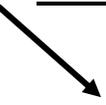
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### Injury/Injury Prevention

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 to assess the proper way to proceed.**

**Constant insistence that a student cannot participate due to normal pain and difficulty associated with dance, pulled or achy muscles or, again, non-debilitating injuries, will not be tolerated. Inconsistency in training and attendance leads to more injury, less strength, less flexibility, less muscle memory and less fitness and stamina.**

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### Ballet & Pointe Class Requirements

**Ballet Required:** Any students involved in youth classes must attend Ballet classes to be eligible to take other forms of dance. The only way a student may attend another style of class without also attending Ballet classes is if they waive their participation in the year-end recital.

Students must attend the number of Ballet classes required per week as dictated by their assigned Ballet level.

**Instructor Permission/Pointe Shoe Fitting:** Students will be placed en pointe only at their instructor's discretion and with their instructor's permission. Students must go to the studio's recommended dancewear shop for their pointe shoe fittings and purchase to obtain the proper and best shoe fitting by the most qualified experts.

**Pointe Classes Required Once Placed En Pointe:** Once placed en pointe, students must continue to attend their pointe classes. There is no option to attend Ballet classes without also attending pointe classes, once placed en pointe, unless a student has a severe medical exemption, as verified in writing by a physician. **If a student refuses to attend pointe classes they must remain at the Intermediate I Ballet level or below, regardless of their abilities.**

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### 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.

**Punctuality:** 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 into 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.

**Concert Dance Ensemble (Company) Members:** 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 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. **See Company Contract for further information.**

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### Performance Conduct

**Rehearsal Attendance:** 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, except in the case of testing positive for COVID.**

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.

**Attire:** 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.

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## 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:

**Ballet:** 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 face. **Girls may NOT wear black leggings over their tights during Ballet classes.**

- **Boys** may wear black tights or black dance or sweatpants and a black or white fitted t-shirt. Hair should be kept out of face.

**Jazz/Modern/Contemporary/Lyrical/Tap/Musical Theater:** 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 face.

- **Boys** may wear black tights or black dance or sweatpants and a black or white fitted t-shirt. Hair should be kept out of face.

**Pre-Dance, Ages 3-5:** Students may wear colorful leotards, tights, tutus, skirts, dance dresses, leggings, etc., They must be in dance attire with leggings or tights, have their hair pulled back and must be in the proper dance shoes. This applies to any style of dance for this age group.

**Levels A-1 & A-2, Ages 5-7 and 7-10:** Students may wear black leotards or other solid color leotards with their tights. No multi-color leotards or leggings. This applies to any style of dance for this age group. Pink tights, however, must be worn for Ballet classes. Tan or black tights or black leggings are only acceptable for classes other than Ballet.

**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 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:** Black, white, Ballet pink or gray only. SOLID colors. 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 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 (Pre-Dance and A-1, Ages 3-5 & 5-7):** Black patent leather Mary-jane style (girls); Black oxford style (boys)
- **Tap (All other levels):** Black tap shoes (jazz/oxford style tap shoes, not character tap shoes unless specifically requested by instructor).

**\*Please note:** Students may be asked to purchase a varied style or color of shoes and/or tights for performances, regardless of what is required for classes. This will be determined based on the style of dance choreographed and type/color of costume chosen for each dance. Families will receive a "dancewear items needed" list 30-90 days before the recital.

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