

Policies and Procedures

Attendance/ Illness – Attendance is imperative for consistent progress in class. If a student is ill, please call or email the studio and leave a message before class time. That student will be responsible for catching up on the class before the next class they attend.

If students are too ill to participate in class, they should remain home and rest. If they are injured they should come to class and observe.

From January onward, each class will be working on a specific routine for the recital at the end of the season, your attendance is essential. If a student misses too many classes, they will be behind the rest of the class and they may be asked not to perform in the recital.

Classroom Etiquette

- No gum, candy, food or beverages (other than water) are allowed in the classroom
- Absolutely no street shoes on the dance floor
- All students must be in appropriate dance dress code, including shoes. Please refer to dancer's dress code attire
- Dancers should use the washroom before class. Parents of younger children should remind their child to use the restroom before class
- During class, students are expected to listen closely when an instructor is correcting another student so they may also learn from the correction.
- There will be no hanging, playing, sitting, climbing on the barres.
- Students should not touch the mirrors or viewing windows.
- Absolutely no running in the classroom or in the lobby. No standing on lobby chairs at any time.
- Classes will be conducted with the doors closed. This will avoid distraction from the lobby.
- We have Zero tolerance for bullying, please be respectful to each other and the teaching staff and assistants

Cell Phones – All cell phones must be turned on silent if they are brought into the studio in the dancer's bag.

Class Cancellations – If at any time it is necessary to cancel classes due to poor weather, there will be a recorded message on the answering machine at the studio after 2pm saying that classes have been cancelled. Classes will be made up on Sundays in the Spring.

Dress Code- Students must have proper dance attire in each class. Students will be asked to sit out of the class if they are not dressed properly. Short hair must be secured off the face. Long hair must be in a ponytail, bun or braid. Please refer to dress code for proper attire. All students should wear clothing over their dance wear coming to and from the studio.

Entering the Classroom – Students should be lined up outside of the classroom ready to go at the beginning of their scheduled class time. Students will be invited into the classroom by the teacher or teacher's assistant. If the door is closed and the studio is empty, please do not enter the classroom.

Payment Options – *Option 1:* 9 post-dated cheques (Sept-May) or 9 payments by pre authorized debit (the amount will be taken out on the last business day of each month Sept to May). All cheques should be handed in by the first week of classes.

Option 2: 3 installments cash, credit card, or cheque dated Sept 30th, January 1st, April 1st. Cheques may be handed in the first week of classes.

Option 3: full payment by cash, credit card or cheque dated by September 30th. By paying in full you receive a 5% discount.

Placement of Students in Classes – Years of previous training, previous styles of dance studied, age and maturity of the student will be taken into consideration when placing a student in levels. Class placement is made by the Artistic Director. It may take the first week of classes in a 'trial' level in order to assess the proper level of a student.

Punctuality – If students are more than 15 minutes late for class, they may be asked to sit and observe. Latecomers can be a distraction to the class and a proper warm-up is important to avoid injury.

Refunds – If a refund is needed, refunds will be done at the end of each month.

Storage of Belongings - Change rooms are available for changing into dance wear. There are hooks by the front door for all coats. Shelving and mats are provided for footwear – please use them. Bags should be stored in the change rooms. Purses may be brought into the studio if there are valuables in them. All cell phones must be turned on silent. Please ensure that the student's name is on all of their dancewear, clothing and outerwear. A Frost Dance is not responsible for lost or stolen items.