



Encore Arts & Academics Academy
Student & Parent Handbook
2021-2022

Welcome to Encore Academy!

Encore Dance Studio started by a happy accident in 1996 when owner, Denele Sweet, was asked if she could teach 3 little girls how to tap dance. She put down a sheet of plywood in a garage and away they went! More and more local kids wanted to join in on the fun until 5 Studios and 20 years later Encore has become what it is today. Our Studios are a home-away-from-home for so many kids. We love what we do here and it shows in our participants! In 2020 we have expanded to open our Encore Academy. We knew with the COVID pandemic hitting and a lot of our dancers doing distance learning they would need a safe space to complete schoolwork. We hired some amazing tutors to give the students someone to answer questions and help with assignments. Our curriculum also included some dance to replace school required physical education. This has been such an awesome experience and something we hope to continue in the future!

CONTACT US

Our studio is located in Warrenton:

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Policies

POLICY & WAIVER AGREEMENT

Upon enrollment with Encore Academy, participants automatically agree to our policies and waivers. A signed copy of the waiver form must be submitted prior to participation in classes (digital or paper copy are both acceptable). Participants may be asked to sign annually. There are also enrollment forms that need to be filled out, signed and kept on file for each student prior to beginning class.

Emergency Contact: For liability and safety reasons, every participant must provide the phone number and name of an emergency contact (other than the primary contact on the account). Should an incident arise (whether illness or a medical situation) the primary contact for a participant will be contacted first, and an emergency contact second if the primary contact is not reachable.

Emergency Child Care Center: Encore Dance Studio is a licensed emergency child care center.

FAMILY MEMBERSHIP

Annual family membership is required for participants. The membership covers all immediate family members of the household. Membership gives participants access to our sibling discount, annual performance opportunities, renewal also gives priority placement into the following season's classes.

Auto-Renewal: All participants will have their membership renewed for the following season (see page 9 for season information) on April 25th annually. Once charged, membership is non-refundable. Families who wish to opt-out of renewal must do so by April 24th if they do not want to return, or are unsure if they will return for the following season.

DROPPING A CLASS

If a participant wishes to drop a class we require 30 day written notice prior to the next auto-pay date. If notice is not received (or is received less than 30 days prior to the next auto-pay date) the participant's account will be billed for the class.

Costumes For Dropped Classes: If costumes for the class(es) have already been ordered, the Studio will try to re-sell the costume(s) to another participant if possible (and a credit will be given to the participant). If the costume(s) is(are) not able to be re-sold the participant will not be credited for the costume(s) cost and they may pick-up the costume(s) in late spring of the current session. Any costumes not picked up by July may be forfeited.

WITHDRAWING

If for any reason during the dance session it is necessary for a participant to completely withdraw from classes a written notice must be submitted (email or hard copy is acceptable). We require 30 days notice to remove a participant from classes. Participants are responsible for any and all charges incurred on their account until 30 days *after* the withdrawal notice is received.

Costumes For Withdrawn Participants: If costumes for the class(es) have already been ordered, the Studio will try to re-sell the costume(s) to another participant if possible (and a credit will be given to the participant). If the costume(s) is(are) not able to be re-sold the participant will not be credited for the costume(s) cost and they may pick-up the costume(s) in late spring of the current session. Any costumes not picked up by July may be forfeited.

TUITION/AUTO-PAYMENT

Regular season tuition is a flat monthly rate regardless of month length or holidays. Tuition payment is due on the 25th day of each month from August through May for the season September through June, and is non-refundable.

Auto Pay: Enrollment in the auto-pay system is required for participants. Tuition (and any outstanding balances) are automatically charged according to the above schedule.

Late/Declined Payment: If payment is not paid by the 25th or is auto-payment is declined a \$15 late fee per family is applied to accounts to cover administrative costs in tracking accounts.

Overdue Accounts: Tuition and any other dues on accounts must be paid by the 25th day of the month. If there is any balance due on a family's account by the 5th of the next month then participants from that family will sit and observe classes until the account balance is at zero.

Prior to participation in any events with the Studio (including but not limited to: recitals, parades, competitions, dance team events etc.) or private lessons accounts must have a zero balance.

Cash/Check Payment: We accept payment via cash (exact only please) or check for tuition or any purchases. To pay via cash or check for tuition, please submit payment **prior** to the 25th of the month, if payment is not received prior to the 25th, the card on file will be auto-charged.

Account Credits: If the studio is able to offer an account credit for a tuition, event, package, or membership when a student/family withdraws, the account credit will be held on file for 1 year. After 1 year unused account credits are removed.

HOLIDAY EXPERIENCE

Students enrolled in participating classes will be part of the holiday performance, and will be auto-charged for the experience on August 25th for the \$99 package (per experience). The package is non-refundable and includes: additional rehearsals as needed, costume rental, and costume cleaning. Package does not include tights or shoes.

Ask if you aren't in a participating class & wish to perform in either holiday experience!

SPRING COSTUMES

Our annual spring recital closes out the year with a big bang! Costumes are required for all dance classes that participate in the recital. Participants will need to provide their own shoes, tights and any accessories (if needed) are included with costumes. Costs are as follows (per costume):

- Standard individual costume: \$85
- 2-in-1 for combination dance class: \$85

Buying Costumes: Costumes are automatically billed to all active participants in dance classes (excluding shortened 6 or 8 week sessions and summer classes) in 2 payment installments. Costume installments are non-refundable. Half of the total cost of all costumes is charged on October 25th and half is charged on November 25th. *If a participant registers after November, costume availability is not guaranteed and cost of costumes is due at sign-up.*

Plus Size: There may be an additional fee for plus size costumes if one is needed for a participant.

Alterations: Any alterations to costumes are the responsibility of the participant.

Late Costume Fee: If a participant chooses not to purchase costumes at the scheduled annual auto-billing time or are late in paying for their costumes there is a \$15 per costume late fee to cover administrative and separate shipping cost of the costumes. Costume availability is not guaranteed for any students who wish to purchase them after the initial payment dates.

Recital Opt-Out: If a dancer will not be performing at our end of year Spring Recital they may opt out of purchasing a costume. Opt out must be received in writing by October 24th (the day before the first costume charge is due).

MISSING A CLASS

If a participant will miss a class, we request to be notified (even if it's the day of class!) so that we can let the Teacher know.

Zoom Link: Most of our classes are available via Zoom. This means the participant can still be a part of class even if coming into the studio is not an option. If you are not a regular zoom participant please contact the office prior to class to let me know you will be joining via zoom.

ETIQUETTE

Participants and visitors at the Studio should adhere to all etiquette policies outlined below.

Drop-off: Participants may be dropped off no more than 10 minutes prior to the beginning of the day

Pick-up: Participants must be picked up promptly when classes are done.

Food/Drink: Participants may bring water (in a sealable container) into the Studios. No other food or drink is allowed in the Studios. NO GUM is allowed in the Studios.

Shoes: Please note that street worn shoes are not allowed to be worn into the Studios.

Attire: Participants should wear proper attire for all classes, a class attire requirements page is available online or in the office. It is at Teacher discretion to not allow participation in class for safety reasons if a participant is not wearing proper attire. Necklaces, bracelets, and earrings which dangle should be removed prior to participation in classes.

Viewing Classes: Many classes offer a zoom link for viewing. The link can be found in the parent portal.

Bullying/Harassment: Our Academy has a zero tolerance policy regarding bullying and harassment of our participants, their families, and our Staff. Anyone who bullies or harrasses anyone at a Studio or event will be asked to leave the Studio or event. If the person continues to bully or harass anyone they may be asked to cease their participation with Encore Dance Studio permanently.

HEALTH & WELLNESS

All participants to the Academy should be in good health and free of any illness or infection which could be transmitted to other persons. To help keep our Staff, participants, and visitors healthy we adhere to the below policy, and reserve the right to require visitors or participants to exclude themselves from entrance or participation in classes or events.

Our Studio has a zero tolerance policy on head lice. We take preventative measures to prevent the spread of lice, including conducting checks of participants' hair. If any participant is found to have eggs (nits) or lice (live or dead) the participant will be sent home immediately.

- Participants should not participate in classes or events and should not enter the Studio space if they have lice (alive or dead) and/or eggs (nits). Further they should be free of lice and/or eggs for at least 24 hours.

NOTE: Treating lice/eggs does NOT ensure that all specimens are dead and removed.

- Participants should be fever* free for 24 hours prior to participation in classes or events or entering the Studio space (without the use of fever-reducing medicine).
- Participants should be free from continuous coughing.
- Participants should not participate in classes or events and should not enter the Studio space for 24 hours after their last episode of vomiting or diarrhea AND after taking a first dose of antibiotics for an infection.
- Participants should not participate in classes or events and should not enter the Studio space with pink eye (conjunctivitis) until they have been on medication for at least 24 hours and have been told by a physician that the infection is no longer contagious.
- Participants should not participate in classes or events and should not enter the Studio space if they have any illness presenting with rash, recurring episodes of bleeding, skin lesions or sores until they have been told by a physician that they are not contagious.

FACE MASK POLICY

1. If your child is found not wearing their mask or not wearing it properly, they will be reminded to correct it.
2. If a second time your child is found not wearing a mask or not wearing it properly a final warning will be issued.
3. If your child found a third time not wearing their mask or not wearing it properly they will be moved to an isolated area away from other students and the parent will be notified to come pick the child up.

FAQ

WHY IS THERE A DRESS CODE?

Just like any other sport, there are requirements for what a participant wears to help them excel. Soccer players need the right color jersey and cleats to play right? Dance is the same, there is a dress code in all of our classes.

ARE THERE ANY DISCOUNTS OR SCHOLARSHIPS?

YES! We offer a few different discounts for families, two annual fundraisers, and we partner with the Encore Performing Arts Foundation which provides scholarships to some participants. Check with the office if you're interested in applying for a scholarship or to get fundraiser information.

Family Max Discount: Families can enroll in unlimited classes and will not pay more than \$425 monthly (excludes Born To Entertain Preschool, Arts & Academy and shortened sessions).

Sibling Discount: Siblings from the same immediate family who do not qualify for the above Family Max Discount will receive 20% off of their monthly payments (excludes Born To Entertain Preschool, Arts & Academy and shortened sessions).

WHAT ARE THE SEASON DATES?

Our standard season runs from the first day after labor day in September half way through June, ending mid month with a big performance on stage!

There are a few shortened 6 and 8 week sessions offered. Dates vary, check with the office for details.

A short summer session is offered annually as well, usually beginning in June and going half way through August.

ARE THERE PERFORMANCE OPPORTUNITIES?

Yes!!! We offer 2 on stage recitals annually, as well as two annual traveling performance weeks to local retirement homes. Occasionally the Studio takes

a group of performers to California where they perform for the crowds in Disneyland.

I THINK MY CHILD IS MORE ADVANCED THAN THE REST OF THEIR CLASS.

Our Teachers have a great deal of experience with placement and participant skill level in their classes. Every participant advances differently, they may be excelling in one area but need some improvement in another. Some years they may be a leader in class and some years they may be a follower, but rest assured that no matter where they are placed there are valuable lessons being learned in class!

DO YOU OFFER PRIVATE LESSONS?

We offer one-on-one lessons for current participants. They are available based on the instructor's schedule and the availability of floor space in the Studio. Please contact the office if you are interested in scheduling a private lesson.

WHY CAN'T I STAY IN THE CLASSROOM DURING MY CHILD'S LESSON?

Although it is a joy to watch your child from inside the classroom during their lesson, it is very distracting to all of the participants. Have you ever heard that your child behaves differently for a grandparent or school Teacher? The same thing applies at the dance Studio, and oftentimes participants become more focused on their parent than their dance steps or the Teacher's instruction. Many classes have the ability to view via a zoom link that can be located in the parent portal.

CELL PHONES, INSTANT MESSENGER AND ZOOMING

The Academy is a cell phone free zone. This means that if you need to get in touch with your student please contact the office and likewise if your student needs to get in touch with you they will be allowed to use the office landline. There will be no zooming or instant messaging with people or students outside their school unless requested or required by a teacher. If a student is caught abusing any of these systems then they will be given one warning and then asked to leave.