



Student/Parent Handbook & Commonly Asked Questions!

Welcome! Established in 1996, our studio is a fun and positive environment offering classes daily in two locations. Our goal in this handbook is to give you as much information as possible so you know how our studio operates.

We also encourage you to download our App on your smartphone to stay up to date with schedules, make payments, add/drop classes and more! Search for Encore Dance Studio in the apple or android store.

MAIN OFFICE & CONTACT INFORMATION

We are very fortunate to have a wonderful staff who are always ready to help with anything you might need, just ask! Our front desk staff does take breaks from the front area to supervise students at times, so if you don't see someone right away, they are probably tying a tap shoe! You may also email questions to getyouddancing@gmail.com. Our yearly calendar with the studio closures and events is available on our website at getyouddancing.com

ENCORE ETIQUETTE

Our classes are like any other learning environment, there are expectations to enhance everyone's experience. Students need to arrive on time, be properly dressed, be ready to have fun and to learn. Please remove jewelry and make sure hair is secured away from face. Water bottles only in the studio, no gum or food please. Also, no street shoes allowed on the floor because dancing on leftover rocks and mud clumps is no fun for anyone!

WARRENTON ADDITIONAL ETIQUETTE

Please note that our Warrenton location is very different from the Gearhart studio. The office and lobby area is OPEN to the classroom so you can hear and see everything happening on the dance floor. However, the teacher and students can hear and see you too! Please be courteous and quiet when inside our lobby. If you have siblings with you we encourage you to wait outside in your car or take the opportunity to go shopping at the nearby stores during class

time. This will ensure your child gets the most out of their classes without the distraction of a loud lobby.

POLICIES AND WAIVERS

Upon enrollment with Encore, Students and families automatically agree to our studio policies and waivers. Waivers are policies are available by logging into your online account and via our free app. You can also get a copy from the office by emailing getyouddancing@gmail.com

DROPPING A CLASS

If for some reason at any time during the dance season it is necessary for your dancer to withdraw from one of their classes, a written note must be given. We require a **15-day notice** to remove your child from the class. This can be emailed to getyouddancing@gmail.com or submitted in person. You will be responsible for any and all charges incurred on your account until the withdrawal notice is received.

WITHDRAWING FROM ENCORE

If for some reason at any time during the dance season it is necessary for your dancer to withdraw completely from Encore, a written note must be given. We require a **30-day notice** to remove your child from the system. This can be emailed to getyouddancing@gmail.com or submitted in person. You will be responsible for any and all charges incurred on your account until the withdrawal notice is received.

TUITION/AUTO-PAYMENTS

Our studio management software automatically processes tuition and any additional outstanding balances on the 25th day of each month for the following month's tuition, and is non-refundable. Ex: September tuition is due August 25th and so on, with last payment due May 25th for June. Tuition is a flat rate and is not prorated for varying month lengths.

Enrollment in our autopay system is required when you register for a class. Our system accepts Visa, MasterCard, American Express, and Discover. All late payments or declined cards are subject to a \$15 fee.

CAN I PAY BY CASH OR CHECK

YES! Payments may be mailed to the Gearhart studio, placed in the payment drop box located in the front lobby of either studio, or brought into our Gearhart office during business hours.

Please Note: Payment must be received on or prior to the 24th of the month to avoid tuition processing to your card on file. All returned checks are subject to a \$35 returned check fee.

IS THERE A REGISTRATION FEE?

Yes, our annual membership is \$65 per family. Membership is automatically renewed for currently enrolled students on April 25th each year and is non refundable. With auto-renewal

your student is placed into the following season's classes before we open Fall enrollment to the public on May 1st.

Please note: if your family will not be returning in the fall you can opt out of membership auto-renewal via email to getyouddancing@gmail.com. **Opt out must be received BEFORE April 25th.**

WHAT DOES THE ANNUAL MEMBERSHIP INCLUDE?

It helps cover administration expenses, and includes a number of perks! These include community performance opportunities, priority registration for the next season, and access to special events throughout the year!

WHY IS THERE A DRESS CODE?

If your child has ever played team sports, this should be easy to understand. You wouldn't play soccer in the wrong color jersey, right? What about your cleats? You need them too! How about your hair? Pulled back out of your face to play a good game. When you enroll your child in dance you can expect they will be required to have certain dress for their classes. Especially Ballet classes, we require a leotard, tights and shoes in every class. **If students come to ballet without tights we will supply a pair for them and apply \$8 to your account.**

WHEN DOES THE SEASON BEGIN?

Classes begin every year on the Tuesday immediately following Labor Day. Please check our yearly calendar for our last day of classes, usually mid-June depending on our recital dates.

HOW LONG DOES THE SESSION RUN?

Classes run for 10 months; September through June. Students are automatically enrolled in classes through the end of the year. We then run a very fun (optional) summer session!

HOW EARLY CAN I DROP OFF/PICK UP?

Drop off is no more than 10 minutes prior to class. Pick up is promptly after class ends. Encore does not provide supervision for students before, after, or between classes unless your child is enrolled in our after school arts and studies classes.

WHAT IF I MISS A CLASS?

Students can schedule a make-up class through the office. Tuition is not prorated for missed classes. There is only ONE make-up classes allowed per six weeks and must be due to illness or school function.

NONE OF THE MAKE UP TIMES WORK FOR ME, WHAT SHOULD I DO?

One of the advantages of choosing Encore is the wide range of classes we offer. If your child is signed up for tumbling they can make up in ballet, hip hop or lots of other classes at the studio.

As long as the age and level are appropriate you are always encouraged to try new things here at Encore.

ARE THERE PERFORMANCE OPPORTUNITIES?

Yes, MANY! Twice a year (in the winter and in the spring) we host a recital at the Seaside Convention Center, and will visit area retirement homes to show off our steps! Occasionally we book pregame shows for our dancers to perform at the MODA Center before Portland Trail Blazers games. Bi-Annually we bring a company of dancers to perform in Disneyland for Disney's Music and Magic Days.

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

When your child is ready their teacher will move them up. Our teachers have a great deal of experience with placement and skill level. Your child may be more advanced in one area, but needing improvement in another. If you ever have any questions about how your child is doing, please leave a note for your teacher and they will be happy to discuss your child's progress.

MY CHILD DIDN'T GET MOVED UP WITH HER FRIEND

Some years they might be at the bottom of the class, or the top, or they may be right in the middle. One year they might look up to someone in the class, another year they might be the role model. No matter where they are placed, a lot of valuable things are being learned.

WHY CAN'T I STAY IN THE CLASSROOM TO WATCH MY CHILD DANCE

We provide a waiting area with live feed video monitors at both of our dance studio locations. Although it's a joy to watch your child dance from inside the classroom, it is very distracting to all the students. Have you ever heard that your child behaves completely different for Grandma or the teacher than they do for you? When parents are in the room dancers seem to focus more on "Mommy" than they do themselves and their dance steps.

We encourage you to be a part of parent participation week (twice a year) to get a hands on experience of what the students are working on!

HOW DO I SCHEDULE MY CHILD FOR PRIVATE LESSONS? HOW MUCH ARE THEY?

Check in at the desk or talk to your teacher (after class) if you would like schedule a private lesson for your dancer. Rates are \$30 for ½ Hour and \$50 for One Hour. Students must be currently enrolled in a class at Encore to be eligible for a private lesson.

Gearhart Location
3631 Hwy 101 North
Gearhart, Oregon 97138
503-717-1637

Warrenton Location
429 SE Marlin Avenue
Warrenton, Oregon 97146
503-861-1637

getyoudancing@gmail.com