



# Parent & Student Handbook

It's our absolute pleasure to welcome you into our family at Dance London. Our team is thrilled to see many familiar faces return to the studio and even more excited to see some new faces join our community.

We have created this one-stop handbook to hopefully shed some light on how things will run throughout the year as well as answer a lot of questions you may have before the year begins. While we would love you to take the time to read this information carefully and keep your handbook in a safe place to refer to as you need, don't forget that our friendly office staff are always here to help and will happily answer any questions you may have. Nothing is too big or too small, we promise!



## **DANCE LONDON**

1305 Commissioners Rd E  
London, ON N6M 0B8

519-434-6644

[info@dancelondonstudio.com](mailto:info@dancelondonstudio.com)  
[accounting@dancelondonstudio.com](mailto:accounting@dancelondonstudio.com)  
[registration@dancelondonstudio.com](mailto:registration@dancelondonstudio.com)

## TABLE OF CONTENTS

**STUDIO MANIFESTO**

**POLICIES**

**COMMUNICATION**

**IMPORTANT DATES**

**CODE OF CONDUCT**

**SAFETY**

**PRIVACY**

**DANCEWEAR REQUIREMENTS**

**PRICING**

**ATTENDANCE**

**SOCIAL MEDIA**

**OUR TEACHERS**

## STUDIO MANIFESTO

To start us off, it's important to us at Dance London that all members of our team share our vision, our purpose and the philosophy that encompasses everything we do both in and outside of our classes. This is a vision that is shared and demonstrated by the director, teachers and office staff at our studio and it is the driving force behind every interaction with our students and their families.

Dance London is a place where kids of all ages, shapes, and sizes learn to dance and perform. This is a studio where creativity, individuality and self-expression is encouraged. We are a community of teachers, students and families who are passionate about performing arts.

Our goal is to create a positive and happy experience for all of our students. We are equally proud of our dancers who learn grace, posture and develop lifelong friendships as we are of those who go onto professional dance careers. We are committed to providing a safe and positive environment in which all students can feel empowered, comfortable and free to express themselves.

When you enter a dance class all else is forgotten. Dance is an expression of emotions where enjoyment, movement and laughter harmonize.

### Studio Manifesto

- We are committed to providing quality dance education in a loving, nurturing, caring environment.
- We care about everyone of our students, from the dancer that dances once a week to the child who takes multiple classes. Each family is valued and cared for.
- We listen to parent concerns with open hearts and minds.
- We promise to treat each family and child with respect and kindness.
- We focus on providing a safe, clean, organized facility for our dancers.
- We strive to provide our families with information in an organized and timely manner



## COMMUNICATION

By now you have probably noticed that we are BIG on communication here at Dance London. It is our promise to respond to all enquiries within 48-hours and we will never leave a question unanswered. Our friendly office staff can be contacted on 519-434-6644 or email at [info@dancelondonstudio.com](mailto:info@dancelondonstudio.com).

For convenience, our primary means of communication is via email. You will receive regular newsletters and important information via email so please ensure you have provided the studio with an up-to-date email address that is regularly checked.

We are of course happy to include multiple email addresses per family if you would like your correspondence sent to numerous recipients. Don't forget to add our email address [info@dancelondonstudio.com](mailto:info@dancelondonstudio.com) and [accounting@dancelondonstudio.com](mailto:accounting@dancelondonstudio.com) to your contacts so we don't end up in the dreaded spam folder! Newsletters may also end up in the "Promotions" tab if using Gmail.

### Facebook & Instagram

Facebook and Instagram are a great way for us to keep in touch with a large number of people at once, so we encourage all families to follow @dancelondonstudio

We are always happy to chat in more detail about communications you receive from the studio, so if you need any clarification please don't hesitate to call us 519-434-6644 to chat with one of our helpful team members, or speak to one of us in person during our office hours.

### Office Hours

Monday: 5:00-9:00

Tuesday: 5:00-9:00

Wednesday: 5:00-9:00

Thursday: 5:00-9:00

Saturday: 9:00-2:30



## IMPORTANT DATES

We understand wholeheartedly how busy the lives and schedules of our dance families can get as the year rolls on, so we have tried to get all of our important dates organized and ready for you so you can plan other commitments.

Below we have listed some of our most important “save the dates” with more information (including times, costumes, requirements, etc.) to be communicated via email as we get closer to the events.

<b>DATE</b>	<b>NAME</b>	<b>DESCRIPTION</b>
September 13th	Season 28 start date!	First day of classes
Sat October 25 - Sat October 30	Halloween Dress-up Week!	Come dressed in your costume!
Mon November 1	Costume Deposits Due	Costume deposits charged to the card on file.
Mon December 6 - Sat December 11	Holiday Open House	In-studio performance schedule TBA
Mon December 13 - Sun January 2	Winter Break	Classes resume: Monday, January 3
Mon February 21	Family Day	Studio closed
Tues March 15	DanceBUG Fee Due	\$25 plus HST per family in recital.
Mon March 14 - Sun March 20	March Break	Studio closed
Fri April 1	Costume Balance Due	Costume balance charged to card on file.
Fri April 15 - Sun April 17	Easter Weekend	Studio closed
Mon April 18	Easter Monday	Studio open
Mon May 23	Victoria Day	Studio closed
Sat May 28	Last Day of Classes	Season 28 comes to an end!
TBD	Recital & DLPC Showcase	More coming soon!



## DANCEWEAR REQUIREMENTS

**Find our dancewear requirements for each class here:**

[dancelondonstudio.com/dancewear-requirements](http://dancelondonstudio.com/dancewear-requirements)

Dance London has a dress code in place to encourage structure in each class and to ensure the instructor is able to correct alignment and technique properly. It is important that dancers be dressed in the required dance attire for their classes. One wouldn't go to hockey practice without the proper equipment. Dance is no different! Please make sure your dancer is dressed in the required dance clothing and footwear.

Uniforms can be purchased year-round from many dance stores around the city:

### **Dancewear Plus**

515 Wharnccliffe Rd S Unit 6, London, ON N6J 2N1  
(519) 657-0600 | [www.dancewearpluslondon.com](http://www.dancewearpluslondon.com)

### **The London Dance Shop**

142 Wortley Road Upper, London, ON N6C 3P5  
(519) 659-1265 | [www.londondanceshoppe.com](http://www.londondanceshoppe.com)

### **Pointe & Pick**

1615 N Routledge Park #7A, London, ON N6H 5L6  
(226) 213-5152 | <https://pointeandpick.com>

### **McCulloch's Costumes**

1140 Dundas St, London, ON N5W 3A8  
(519) 659-3787 | [www.mccullochs.on.ca](http://www.mccullochs.on.ca)

Please ensure all parts of your child's uniform are clearly labelled – individual shoes, tights, bodysuits etc, you'll be amazed at the amount of lost property we generate!



## PRICING

Please find below the fee structure for the 2021-2022 season. Feel free to contact our office staff if you have any fee-related questions or email [accounting@dancelondonstudio.com](mailto:accounting@dancelondonstudio.com)

### REGULAR SEASON FEES

Class	Price	Price with Tax
30-minute class	\$52.00 + HST	\$58.76
45-minute class	\$57.00 + HST	\$64.41
1-hour class	\$62.00 + HST	\$70.06
30-minute private class	\$25.00 + HST	\$28.25

**Registration fee**, due at registration: \$35 plus HST: \$39.55

**Costume Costs** per class, Deposit \$60 due November 1st, 2021 \$25 costume balance due April 1st, 2022 (total cost of costume per class is \$85)

**DanceBUG fee** per family, due March 15th, 2022: \$25 plus HST: \$28.25

- Prices do not include HST (# 81843 8566 RT0001)
- There will be a 10% late surcharge for all outstanding fees net 30 days.
- Classes are confirmed on a first come first served basis
- All cash/debit payments must be paid in full before classes start
- credit card payments can be paid in full or divided by 9 monthly payments
- Classes may be cancelled, changed or rescheduled based on registration numbers, at the sole discretion of the Director
- Classes cancelled due to inclement weather or situations beyond our control will not be rescheduled
- There is no refund for missed classes. Make-up classes are NOT available due to the instructor/student class ratios.
- We only accept credit card payments - Visa or Mastercard, we do not accept Amex
- E-transfers can be made to [accounting@dancelondonstudio.com](mailto:accounting@dancelondonstudio.com)



## CLASS SESSIONS FEES

Fall Session: Monday, September 13 - Saturday December 4

Winter Session: Monday, January 3 – Saturday, April 2

Spring Mini Session: Monday, April 4 – Saturday, May 14

### 12-WEEK SESSION

Class	Price	Price with Tax
Parent & Tot	\$170.00 + HST	\$192.10
Adult Class	\$175.00 + HST	\$197.75
Inclusive Movement	\$170.00 + HST	\$192.10

## POLICIES & CODE OF CONDUCT

Find our registration policies here: [dancelondonstudio.com/policies](http://dancelondonstudio.com/policies)

These policies were agreed to at the time of registration and the signed copy was emailed to you. Our policies go into detail about:

- Attendance
- Registration fee
- Uniforms
- Tuition
- Focused-stream classes
- Costumes
- DanceBUG
- Cancellation/transfer requests
- Monthly payments
- Late payments
- Class placement
- Contact release





- Photo release
- Liability
- Privacy policy
- pandemic policy

## Cancellation Policy

Dance London must receive a “Cancellation Form” which is available [here](#). In a situation where a student has to discontinue classes, payment must be made up to the end of the term of which they stopped:

Term 1: September, October, November

Term 2: December, January, February

Term 3: March, April, May

Classes may be running online or in person due to COVID regulations. The registration fee is non-refundable. Costume deposits are non-refundable after November 30. If a student discontinues classes after November 30, families are responsible for the full balance owing for the costume(s). Dance London reserves the right to cancel or change class times based on availability or enrolment. If a class does not run due to low enrollment a full refund will be issued. There are no refunds for session classes (parent & tot, inclusive movement, adult).

## Code of Conduct

To ensure the smooth, safe running of Dance London and an enjoyable experience by all, below you will find our code of conduct. As always we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio’s code of conduct.

Families who do not comply with their fee or costume payment obligations may be charged a late fee. External debt collection may occur when fees remain overdue and this will be at



the expense of the client. Costume expenses are the responsibility of the parent, and costumes will not be issued to students unless costumes are paid in full.

No classes (including private lessons) or teachers should be disturbed unless it is an emergency.

Parents are not to approach teachers or students during class and if messages or food/drink/medication needs to be passed on to a student, it must be done through a Dance London staff member. All parents must wait in the waiting areas until classes have been dismissed.

We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact the studio immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.

Any questions or complaints must go through the office – parents and students are not permitted to contact Dance London teachers via phone, in person, or via email/social networking, with studio issues. Personal meetings with the studio director can happily be arranged through the office.

In the rare case of a parent or student showing disrespect or defamation to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the director. Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

Dance London takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible.



Dance London management reserves the right to change teachers or timetabling when necessary at any time throughout the year.

Choreography, costuming and studio policies remain the intellectual property of Dance London and may not be reproduced or sold by any students, parents or staff without permission of the director.

## SAFETY

We have a number of viewing windows within our studio space which can be accessed in the parent lounge, right outside the studio doors. Parents and family members can wait for their dancer from the comfort of the ActivityPlex waiting areas.

The director and staff at Dance London are educated in the negative impact of inappropriate music and costume selection when it comes to performing dance routines and are wholeheartedly committed to ensuring children in all of our dance routines are not subjected to any inappropriate songs or costuming. We recognize that songs with sexist, explicit, violent, racist, homophobic or criminal content may influence our dancers and/or audience and will strive to avoid using such music. We are committed to providing age appropriate costuming for our dancers.

We enforce a nut-free policy at the studio to ensure the safety of our students, parents or staff with allergies to nuts or nut products.

You will find within our online registration a public liability/insurance statement. Please read this document carefully and sign it prior to the commencement of classes so you fully understand the rights and responsibilities of your family and our studio.

## PRIVACY

When you purchase or hire a product or service with Dance London, the information we may collect from you includes your name, address, telephone numbers, email addresses, medical information and perhaps credit card details. It may also include details of the



products and services we provide to you as well as the status of your enrollment. We only collect information directly from our students or their parent/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

Information is stored securely in paper or electronic form and is accessible only by authorized personnel.

## ATTENDANCE

Your child's attendance in class is very important to their peers and our teaching staff. As a member of the team, it is a commitment for you to ensure your child attends their classes on time each week. Not only do absences impact the performance routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group.

If you know ahead of time that your child will be absent due to holidays/vacations, commitments or school trips, please let us know ahead of time. If your child is too unwell to attend class, we ask that you inform our admin team as soon as you can so they can let the teachers know.

Unfortunately, we are unable to accommodate make-up sessions for students who miss classes. If classes are cancelled due to inclement weather it will be posted on our facebook page and on our voicemail at the studio. As a general rule if schools are closed in London we close, however if the storm dissipates we will announce that we are open.

All attendance is done online. At the start of class, you will see our teachers with their laptop, smartphone or tablet logging in to do attendance. We do keep attendance records



for all of our students; however, it is not a monitoring system and they are not 100% accurate.

## SOCIAL MEDIA

Dance London's social media policy refers to all social networking sites, video/photo sharing sites, blogs, microblogs, wikis, podcasts, forums, instant messaging and geo-spatial tagging (for example, Facebook check-ins).

Please see below for our regulations regarding Social Media and feel free to contact our office staff if you have any questions.

- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Dance London staff, students or families may subject the owner to disciplinary or legal action.
- Should you wish to engage on Social Media while identifying as a studio volunteer or employee, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy.
- Any content revealing or referring to sensitive studio information is not allowed to be shared online.
- All matters pertaining directly to the studio - whether it be fees, scheduling, placements or performance opportunities - may not be communicated via Social Media. We have an open door policy and encourage all communication, complaints and feedback to be communicated to the director directly.
- You may not post photographs / videos that feature Dance London dancers other than your own online without the proven consent of their parent/guardian.
- Identifying information of any featured minors - including names, ages or location - must be removed when posting on Social Media.



## OUR TEAM

Our enthusiastic, passionate, and dedicated team is thrilled to be a part of your family's dance journey this year.

### Operations:

Ashley Aarts, Owner & Director

Jamie Moore, Artistic Director

Melanie Scarrow, CGA Accounting Department

Brianna Moretti, Dance London Performance Company Director

Lisa Halpenny, Artistic Director (on maternity leave this season)

To see a full list of our teaching faculty please visit our [website](#).

