

UPDATED MAY 2023

# PARENT HANDBOOK 2023 - 2024

Dear Chickee's Dance World Parent/Guardian,

Congratulations! You have successfully enrolled your child/children into classes at Chickee's Dance World. Thank you for trusting Chickee's Dance World with your child's artistic education. We have created this one-stop handbook to shed some light on how things will run throughout the year as well as answer questions you may have before the year begins. While we suggest you take the time to read both our COVID -19 Policies & Procedures and this handbook carefully and keep your handbook in a safe place to refer to as you need, we are always available to answer any questions. We look forward to seeing you in class!

Chickee

Owner/Director

Ariana

Artistic Director

## **QUICK REFERENCE STUDIO INFORMATION**

Address: 67 Millbrook Street, Suite LL1 Worcester, MA 01606

Phone Number: (508) 792 - 0959 // Email: [cdw4dance@outlook.com](mailto:cdw4dance@outlook.com)

Website: [www.chickeesdanceworld.com](http://www.chickeesdanceworld.com)

### **Mission Statement & Philosophy:**

- Founded in October 1983, Chickee's Dance World continues to provide a comfortable atmosphere for our students and parents, we are approachable, and we make dance fun and enjoyable. Our goal is to offer every athlete the best instruction in a well-organized, safe, and fun-filled controlled learning environment. Our program exists to provide every participant a chance to succeed through the development of long-term life skills such as confidence, perseverance, a love of movement and a sense of accomplishment in his/her abilities. We believe strongly in team unity, sportsmanship, goal setting, respect for others, self-respect, and the development of a strong work ethic.

### **Registration:**

- It is important that all students and/or parents – whether returning or new - fill out and sign your electronic registration paperwork so we can ensure we have the most up-to-date contact details for you. Returning members can login into their parent portal to update this information. This information includes your registration; media release form, public liability/ insurance contract and COVID – 19 Release.
- Our annual registration fee is \$15.00 per student/ \$40.00 cap per family and must be paid in full prior to the commencement of classes. Make sure you get your payment in via Credit Card, Cash or Check as failure to pay your registration fee in time may result in losing your place in class.
- We encourage all our students and families to try a variety of dance styles and we are more than happy to accommodate trial classes for existing students who want to try something a bit different. Please contact [cdw4dance@outlook.com](mailto:cdw4dance@outlook.com) if you would like to try a new class and we will happily schedule a quick meeting and fit you in for a trial (provided the class has not reached capacity).

### **Contingency Plan:**

- In the unlikely event that Chickee's Dance World should close its physical doors due a state mandated shut down, CDW will immediately open its Virtual Classroom and resume all classes through Zoom. Should this occur it is imperative that you continue your child's dance schedule in a normal fashion.
  - Should you choose to drop your dancer's class during this time, you will be responsible for that month's tuition. If you choose to re-register, there will be a registration fee of \$15.00 and no guarantee that there will be room in the class due to a waitlist and limited class sizes.

### **Communication:**

- By now you have probably noticed that we are HUGE on communication here at Chickee's Dance World. It is our promise to respond to all inquiries 24 – 48 hours and we will never leave a question unanswered. You can call (508) 792 – 0959 between 3:30PM – 8:00PM Monday through Thursday or 9:30AM – 12:30PM on Saturday.
- For convenience, our primary means of communication is through email. You will receive updates and important information via email, 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. Do not forget to add our email address [cdw4dance@outlook.com](mailto:cdw4dance@outlook.com) to your contacts so we don't end up in the **dreaded JUNK folder!**
- Facebook is a great way for us to keep in touch with many people at once, so we encourage all families to "LIKE" our Facebook page.
- We are always happy to chat in more detail about communications you may receive from the studio, so if you need any clarification please do not hesitate to call or email.

### **Code of Conduct:**

To ensure the smooth, safe running of Chickee's Dance World 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 a fee or costume payment obligations will be charged a late fee, and/or excluded from performances. Costume expenses are the responsibility of the parent, and costumes will not be issued to students with unpaid class fees.
- At this time , the studio is CLOSED to all parents, guardians and adults picking up and dropping off. No classes or teachers are to be disturbed unless it is an emergency. At no time is it appropriate for a parent to use the dancers' area/hallway between studios. All parents must wait in the assigned area to pick up or give permission for their dancers to leave the studio unaccompanied.
- 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 via phone immediately to inform us of the situation so we can keep your child calm and safe until they can be collected. Do not email or message because there is no guarantee we will receive it in a timely manner. **Studio phone number: (508) 792 – 0959**
  - ***Late Pick Ups will result in a \$5.00 charge on your account per every 15 minutes.***
- Any questions or concerns must go through Chickee – parents and students are not permitted to contact Chickee's Dance World teachers via phone, in person, or

via email/social media with studio issues unless it has been broached with Chickee first.

- In the rare case of a parent or student showing disrespect or defamation to the studio by 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.
- Chickee's Dance World 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.
- Chickee's Dance World 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 Chickee's Dance World and may not be reproduced or sold by any students, parents, or staff without permission of the director.

### **Age Divisions:**

Please note, CDW uses these age divisions as a guideline. Our experienced staff will decide if a dancer should work with a different division based on experience and ability.

**Itty Bitty Movers (16 Months – 24 Months):** Our Itty Bitty Movers are our youngest group of dancers who will explore imagination, sound and creative movement while working on motor skills and developing relationships with their teacher and other Itty Bitty Movers! Parents do not participate. This is an independent class.

**Pre – School Tots (2 Years – 3.9 Years):** Our Pre – School Tots are our most popular group of Dancers. Dancers begin identifying different areas of dance in a creative and engaging way. Dancers are given freedom to express themselves through movement while being guided by their teacher. Students move across the floor, participate in circle time and line up. Music is high energy, fun, appropriate and to make learning even that much more enjoyable!

**Tiny Tykes (4 Years – 5.5 Years):** Our studio stands apart from others when it pertains to the instruction of our Tiny Tykes. We have a unique understanding of the special care necessary to have a successful and enjoyable experience. Dancers are given the opportunity to explore many areas of dance. Dancers take direction and learn proper technique while having fun! Our stress-free attitude provides more than the right atmosphere for individuality and creativity.

**Mighty Minis (5.5 Years – 7.9 Years):** Dancers are encouraged to explore their own movement along with instruction from their teacher. Our teachers introduce proper technique, execution

and provide a comfortable atmosphere where the children can ask questions and share their experiences.

**Primary (7.9 Years – 10 Years): Beginner/Advanced Beginner:** We develop knowledge in all aspects of dance along with self-confidence and motivation necessary to insure a happy, satisfied, and successful exploring athlete.

**Secondary (11+ Years) Advanced Beginner/Intermediate:** Classes in our Secondary Program are more concentrated and intensive. Dancers work and condition improving technique and execution creating an all-around dancer. Teachers create a positive, high- energy learning experience.

### **Safety:**

*Please visit our COVID – 19 Policies & Procedures for CDW's health & safety regulations.*

- With the safety of our families as a number one priority, Chickee's Dance World is very serious about upholding Child Protection laws and policies within the studio as well as at public performances and in the online arena.
- As part of your registration, you will have read and signed a media waiver allowing us to proudly use images and video footage of your student for advertising and promotional purposes. Should you have any concerns whatsoever with signing this declaration, please see our staff and we will happily assist you.
- The directors, instructors and staff at Chickee's Dance World recognize the negative impact inappropriate music and costume selections have on students in the dance community. We are wholeheartedly committed to ensuring our students at CDW and any of our affiliations a safe and appropriate environment.
- You will find within our online enrollment a public liability / insurance statement and COVID – 19 Release. Please read this document carefully and electronically 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 Chickee's Dance World the information we may collect from you includes your name, address, telephone numbers, email addresses, medical information, and credit card. 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 may occasionally use your information to promote and market to you information which we consider may be of interest to you unless you contact us and tell us not to do so.

- 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 an electronic form and is accessible only by authorized personnel.

**Dress Code:**

At Chickee’s Dance World, we believe that wearing studio attire give students a sense of belonging to our family as well as creating an identity for our studio in the greater community. At this time dancers must be prepared for class – no changing will be allowed. Dancers should only bring what is necessary for class – no big dance bags.

**A specific dress code also:**

- Encourages discipline
- Helps students resist peer pressure to buy stylish clothes for class • Helps identify non-students in the studio
- Diminishes economic and social barriers between students
- Increases a sense of belonging and school pride
- Improves attendance

Please find our Dress Code Menu on our Website!

**Fee Structure:**

Please find below the fee structure for 2023 - 2024 on our website. Fees are conducted hourly. Siblings are calculated separately and cannot be combined.

We offer the following options for fee payment:

- Registration is REQUIRED to be ONLINE. A \$15.00 enrollment fee is due upon registration. (\$40.00 maximum per family) This fee is non-refundable.
- Tuition is divided into 9 monthly payments throughout the dance year. Monthly payments are accepted in the form of cash, check, Visa, MasterCard, or Discover and are due on the first Monday of each month.
- The first tuition payment is due upon registration. Tuition will be charged the 1<sup>st</sup> Monday of each month automatically! – NO EXCEPTIONS.
- A fee of \$35.00 will be charged for returned checks for any reason.
- No Refunds, Transfers or Credits of payments are given due to dropped or missed lessons.
- If tuition is 2 weeks past due, the student will not be allowed to participate in class. If there is an outstanding balance at recital time, the dancer will not be allowed to participate in recital.
- Tuition will not be prorated based on the number of classes per month. Payments:

- Payments are recommended to be made online but can be made at the front desk using cash, check, or credit card 1 week prior to the 1<sup>st</sup> Monday of the month.
- If paying with cash or check please put payment in an envelope clearly marked with the student's name and the purpose of the payment, give it to the front desk or the teacher of your dancer's class, you will receive a receipt in your email when payment is posted.
- A working credit card MUST be kept on file. (No Exceptions). CDW will charge the credit card on file the first MONDAY of every month for monthly tuition. Credit cards that are rejected will receive a 24-hour window to update information. If credit card is not updated within 24 hours a late fee will be added of \$10.00. If the overdue tuition is not paid in two weeks, the student will not be allowed to participate in class until payment has been received.
  - Repeat offenders are subject to a \$5.00 fee each time the credit card on file declines.
- Important Studio information will be sent home through EMAIL regarding tuition, please read emails thoroughly. It is your responsibility to open and read all information Paper notices will NOT be sent home with your dancer when applicable. It is your responsibility to ask any questions you may have!

#### **Additions/Withdrawal:**

- If you choose to have your dancer add or withdraw a class, you must submit it in writing to the front desk. If your dancer chooses to drop a class, you will be responsible for the remainder of the tuition for that month.
  - Failure to settle all outstanding balances will be brought to a collections agent. In addition to late fees, a fee equal to 25% of the total balance due will be added to the outstanding balance.

#### **Costuming:**

- All Recital Costume payments are due by NOVEMBER 13TH. Costumes will not be ordered for any dancer with an open balance on their account. Recital costumes are \$75.00 per costume. Dancers will have one costume per class.
- Costumes will be distributed to each student if tuition is paid in full. Costumes are tentatively distributed in the month of April.
- Costumes are non-refundable should you choose to drop the class.
- Please note: Costumes are ordered based on your dancer's measurements. We take into consideration growth throughout the year. When costumes arrive, you should try them on immediately, and should any adjustments need to be made it is your responsibility to make them.

#### **Attendance:**

- Your child's attendance in class is very important to their peers and our teaching staff. As a member of the class, it is a commitment for you to ensure your child attends their

classes on time each week and attends all lessons planned for them. Not only do absences impact the recital routines we create, but 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 so the class impact is minimal.
- If your child is sick and cannot attend class, we ask that you inform us through email as soon as you can so we can let the teachers know.
- In the event a dancer will miss class, you can schedule a make – up with the front desk if a class is available. CDW will make every effort to schedule a catch-up class in the unlikely event that CDW needs to cancel a lesson.

### **Social Media:**

- Chickee’s Dance World’s Social Media Policy refers to all social networking sites, video/photo sharing sites, 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.
  - Please remember that your anonymity on Social Media is never guaranteed and to exercise caution when posts, images or videos identify children in your care.
  - Remain mindful that your behavior on Social Media remains in keeping with Chickee’s Dance World code of conduct.
- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Chickee’s Dance World and its 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 (ie: Recital backstage volunteer, desk coverage, activity chaperone) you may only do so with integrity, respect, and adhere to the privacy and confidentiality policy.
- Any content revealing or referring to sensitive studio information is not allowed to be shared online.
- Intellectual property laws (for example, costume design and choreography) must be observed by all studio patrons when posting online (ie: Sally’s Jazz Routine, Choreographer Ariana Sacco at Chickee’s Dance World)
- While affiliated with our studio, (for example, images of your child in CDW’s gear) we will not tolerate any posts that are racially, sexually, physically, or religiously offensive.
- 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 and feedback to be communicated to Chickee, the director.
- Families found to be engaging in ‘hidden’ or ‘private’ groups formed for the specific purpose of discussing studio matters will be warned against discussing Studio matters in their private online groups.
- Photos or Videos taken from rehearsals may NOT be posted online or distributed without the consent of Artistic Director, Ariana.



- You may not post photographs / videos that feature Chickee's Dance World 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.