

The Roberts Conservatory of Dance
2018 Student / Parent Handbook
232 West Main St.
Ravenna OH 44266
330-297-6996

1. CLASS FEES

- a. Class fees are due by the 10th of each month
- b. We take cash, check, Visa, Mastercard and Discover as forms of payment
- c. Late Fee -
 - * Fees paid after the 10th of the month are charged a \$10.00 late fee
 - * Fees paid after the 15th of the month are charged a \$15.00 late fee
 - * Fees paid after the 20th of the month are charged a \$20.00 late fee
- d. CHECK - If you are paying by check and your child's last name is different than what's on the check, please write the student's full name in the memo on the check. All checks need to be made out to Carolyn Roberts.
- e. If your account balance is not at \$0.00 by the dance recital, then your child will be unable to perform.
- f. No post dated checks will be accepted.
- g. Returned checks due to insufficient funds will have a \$30.00 fee added to your account.
- h. If a family bounces 2 checks or more in a year, only cash or credit/debit will be accepted throughout the remainder of the year.
- i. We are a tuition based program. Each month will be the same monthly fees due regardless if we have a holiday break.

2. REGISTRATION FEES

- a. New student registration fee - If you are a new student to the studio, you will be required to pay a one time, non refundable \$25.00 registration fee due upon sign up for classes.
- b. Private / solo fees - A \$25.00 non refundable fee is due for all private time slots.

3. RECITAL FEE / PROGRAM PATRONS

- a. Each student participating in the year end recital in June is required to sell or pay \$25.00. If there are 2 students in one family then they are required to sell / pay \$50.00, etc....
- b. What do they cover - Cost of the rental of the auditorium, extra insurance, trophies, props, scenery, programs, extra costumes, etc...
- c. Program Patrons - You have the option to just pay the fee or you can sell program patrons to earn the money. We have personal patrons which are \$5 each and are little messages to your child from family and friends wishing them luck in the program. Secondly we have business patrons which are \$25.00 and the business puts a business card in our program to advertise. We begin patrons in April. If you would like to see what patrons are, ask to see an old program in the office.
- d. We will begin selling patrons in early spring
- e. - Incentives - The family that sells the highest dollar amount of patrons receives 4 free tickets to the recital and June's tuition free! We also have incentives for second and third place runner ups.

4. SNOW DAYS

a. Sometimes the studio does cancel classes due to weather. Please do not assume that if your child's school cancels that the studio cancels. We will post our cancellation on channel 3 news - WKYC (not Fox 8). Please tune into Channel 3 to see if our studio closes. We will also send out a mass email, post to our Facebook page as well as our Instagram. Classes will not be made up but you can make up your child's class by coming into another class that's comparable (you must email us to find a class to come in to).

5. PERSONAL BELONGINGS

If your child will be dropped off at the studio, please have them put all of their personal belongings into a cubby in our student room. It makes it so they don't misplace their items and it keeps the studio looking tidy. Please make sure to label all dance shoes and keep all dancewear in a dance bag. No food or drink allowed in any of the dance rooms except water in a sealed container. Absolutely no gum allowed in either dance room.

6. DRESS CODE

Our studio dress code will be strictly enforced. If a student repeatedly comes to class not in dress code, we will be sending an email to the parent(s).

7. CELL PHONES

If your child has a cell phone it needs to remain in their dance bags and turned off. If a cell phone is seen or heard, the teacher will take the cell phone from the student and the parent will have to come in to get the phone from the teacher.

8. RESPECT FOR TEACHERS AND STUDENTS

This is one of our most important rules. We expect all of our students to show respect towards their teachers and fellow students.

- a. Not talking when the teacher is talking - what is said to one applies to all
- b. Raising your hand to ask a question
- c. Being on time and dressed appropriately to class

9. FACEBOOK

One of our policies is that teachers' are not allowed to be Facebook friends with current students or parents. We feel that it crosses the line too much from coach to friend. Please do not "Friend" our teachers as they will be unable to accept your request. If you would like to send your teacher a message, you can do so on our studio Facebook page or through email. Like us to receive updates on current events!

10. OBSERVATION / WAITING ROOMS

We encourage all parents throughout the year to make use of our observation windows to observe your child's class. We just ask that the observation waiting room be kept quiet so parents may enjoy watching their child's class and it does not disrupt the classes that are going on. Please also silence all cell phones and do not answer calls when in that waiting room. Please use the front waiting room for calls or catching up.

Absolutely no parents, friends or siblings in the dance room watching classes unless a teacher has invited you in. We also ask that no parents wait around in the office. It gets too crowded and the only people who should be in that office are the office staff or if you are signing up, asking questions or paying fees. Please socialize in the adjoining waiting room.

11. COMPLAINTS

If you have an issue that may arise with another student, the studio or a teacher, please speak to Carolyn or Leslie right away so the matter can get resolved. You can email the studio, call, or talk to the office staff who will get the message right away to Carolyn and Leslie. We are a drama free facility. We do not tolerate bullying or any negative talk about students, teachers or other parents.

12. NEWSLETTERS

All newsletters will be on our website www.robertsdance.com. We will not pass out any newsletters in class. A copy of the newsletter will also be posted in the office. There will be a newsletter sent out and posted at the beginning of each month.

13. INJURY / MISSING ITEMS

The studio is not held responsible if a child is injured or a belonging is lost or stolen. If a child is injured, we will apply basic first aid and take other actions if need be.

14. COSTUMES / RECITALS

Holiday Recital in December. Every class except Acro classes, Baby Ballet, Adult Classes, solos, Duets & Trios will be in our holiday recital! There will be no costumes that need to be purchased for this recital. All costumes and accessories will be provided by the studio to borrow for this event.

Recital in June is optional, we just ask that if your child is not participating in the year end recital, you notify us right away so we can let their teacher know.

RECREATIONAL COSTUME FEES - \$70.00 per costume (only one costume per class). A Pair of tights will also be included with each costume if needed. Costume fees will be due end of November.

15. By acknowledging that you have read this handbook, you are also giving us permission to use any pictures or videos taken at the studio or studio events of your child for advertising purposes. If there is an issue with this, you need to email us and let us know right away.

16. Emails and Texts will only be answered Monday – Thursday between the hours of 9:00 a.m. – 4:00 p.m. To join our Mass Texting please let our office know and we can add you. Occasionally our office staff may answer emails when the studio is open when there is down time. 2017 / 2018 Studio Office hours... Monday – Thursday 5:00 – 9:00 p.m.

17. NEW PARENT PORTAL – If you have not received your login information via email please let our office know. In this parent portal, you can view your child's class schedule, add and drop classes, view calendar of events, studio dress code, newsletters and studio policies, listen to your child's music to help with practicing at home and eventually will be able to pay your dance fees from this portal! We urge you to check it out at least once a week to stay updated on what's going on at the studio.

Any questions about anything in this handbook please feel free to email or call the studio.