



Music. Theatre. Passion. Igniting the creative talents of young performers.

SaskExpress Saskatoon

Studio Policies & Procedures

STUDIO MANDATE

The SaskExpress studio provides an inclusive, welcoming, and family friendly environment for students of all ages and levels of experience. We believe that training in the performing arts encourages self-confidence, ambition, teamwork, creativity, and perseverance. We are highly invested in the growth of each of our students, and we feel fortunate to have the opportunity to be part of their development as both young individuals and performers.

OBJECTIVE

Our classes are designed so that students will develop dance, voice, and musical theatre skills in a safe environment that provides encouragement and inspiration for the development of a positive self-image.

PHILOSOPHY:

We believe:

- 1) Every student should be treated with respect and encouragement.
- 2) Every student has unique talents and will benefit from creative learning strategies.
- 3) Performance is a tool which we can use to help students develop confidence and authenticity.
- 4) Instructors should embody values that enable them to be excellent role models for our students.

STUDIO COMMUNICATION PROCEDURES

- Studio communication is completed largely by email. Please ensure we have your correct email address/contact information, and that you check this contact frequently for class updates, cancellations, and detailed schedules. AND if your contact information changes, please update your account at www.saskexpress.com
- General inquiries, attendance notices, concerns and inquiries should be sent to the saskatoon@saskexpress.com
- Student class placement is determined by the Director of Dance Development, and instructors with the best interests of each student in mind. Any questions regarding this matter are to be directed to the Director of Dance Development.
- All studio schedules, calendars, and information are communicated in the following methods:
 - Email
 - Studio website www.stoonexpress.com (A list of links and passwords will be sent to you in September)
 - Dropbox for rehearsal videos

REIMBURSEMENT / REFUND POLICY

- Costume fees are non-refundable after November 1st 2022
- Competition fees are non-refundable.
- Class cancellation/removal:
 - Parents/guardians shall provide a minimum of one month's written notice to cancel monthly payments or request reimbursement of a previously paid for class. Families that do not provide one month's notice will **not** be refunded or reimbursed for that month.
 - Notice for removal from a registered class may be submitted by contacting saskatoon@saskexpress.com

ATTENDANCE POLICY

- All students are expected to attend class regularly. Attendance is recorded at every class and monitored throughout the year.
- We request you contact the studio by emailing saskatoon@saskexpress.com or calling 306 477 5553 if your dancer is unable attend class.
- **Students registered in competition and exam classes with three (3) or more unexcused absences will be contacted by someone on the management team. These students may be removed from the class or require additional lessons at the expense of the student/family.**
 - We are supportive of our students' other commitments; however, it is expected that class attendance is a priority. As such, reasons used for 'excused absences' will be at the discretion of the Studio Director(s) and instructors. Medical and family emergencies are exempt from this policy.

STUDIO ETIQUETTE POLICY

- Students and parents/guardians are expected to show respect to the Studio Management Team, instructors, assistants, and staff always.
- Please do not interrupt instructors before, during, or after classes. A meeting can be scheduled outside of class time if you have items for discussion.
- Please remove all outdoor footwear at the front doors.
- SaskExpress is not responsible for lost, stolen, or misplaced items. We recommend all valuables be left at home.
- Food is to be consumed in the lobby area only. All studio members are expected to clean up after themselves.
- For safety reasons, running in the hallway is not permitted.
- We ask that students wait inside the building to be picked up.
- All students are expected to attend and participate in the year-end recital in June and other studio activities and performances throughout the year.

CLASS ETIQUETTE POLICY

- **CELL PHONE / ELECTRONICS POLICY** – Cell phones and devices such as, but not limited to Fitbits, I-watches that are a distraction are not allowed to be used in class.
- Appropriate dance shoes and attire are expected from all students. Hair should be pulled neatly off the face or tied up in a ponytail for all classes and styled in a bun for ballet. A complete list of the Studio attire requirements is available online and in the office.
- Excessive talking during class is not acceptable. Students are expected to always treat instructors and classmates with respect. Students are expected to listen closely when an instructor is correcting another student so that he/she/they may also learn from the correction.
- Jewelry (except small earrings), gum, and outdoor shoes are not permitted in the dance studios.
- Water bottles with a screw on or sealing lid may be brought into the dance studios. Please no cans, juice boxes, etc.
- Parents are to remain in the waiting area unless otherwise requested by the instructor. We do hold an open house during the year so you can check out classes. If at any time you have a concern about a class, please contact the Studio.

PARKING POLICY

- FREE Parking is available in the lot outside of the studio on a first come - first serve basis. Please note that SaskExpress is not responsible for any valuables left in a vehicle.

A FINAL NOTE -

We appreciate your help maintaining our studio and look forward to creating amazing memories with our studio families for years to come!

The SaskExpress Management Team