

## GENERAL POLICIES (revised 2/2021)

### Attendance & Make-Ups

- Please call 216-295-2222 if you will be absent from class.
- Make-up classes are the student's responsibility. Make-ups must happen in the session they are missed and are limited to five per academic year.
- There are no refunds for missed classes.
- Students arriving late must ask the teacher for permission to join a class that has already started.
- For the purposes of safety, students arriving five minutes late for a 45-minute class or 10 minutes late for an hour or longer length class will be asked to observe class.
- Please inform the teacher prior to class time if your dancer needs early dismissal from class.
- If an emergency arises, please inform the Front Desk, and they will bring your dancer to you.

### Classroom Rules

- To maintain a professional relationship, teachers should be addressed with respect, i.e. Ms. Courtney, Ms. Heather, Mr. Mike...unless otherwise instructed by the individual teacher.
- No gum, food or drinks are permitted in the dance studios other than a water bottle.
- Students should use the restroom prior to class time to avoid missing a part of class.
- Students may not sit down unless instructed to do so by their teacher.
- Students may not leave the classroom without the teacher's permission.
- To avoid disruptions, no excessive conversations should take place during class.
- Be respectful of yourself and others. Foul language or offensive comments will not be tolerated.

### Observation

- To avoid distractions, parents are not permitted to enter ongoing classes or peek through the door. If you have a concern, please ask the Front Desk to provide a note for the teacher and he or she will speak with you after class.
- Observation is permitted from the waiting room windows or in-studio during Observation Week. This is now limited due to COVID-19 safety protocols. Observation Weeks are held during the last week of classes in December and at the end of either March or April and will be virtually presented for the time being.
- For the purposes of safety, studio doors should not be blocked.

### Student Arrival and Pick Up

- Students must wear a cover-up over dance attire when traveling to and from Cleveland City Dance. For the purposes of safety, dance shoes should not be worn outside.
- Students are expected to be ready for their lessons by arriving early, dressed, and ready to dance. Students at beginning levels and up should warm up and stretch at least 10 to 15 minutes before class or rehearsal begins.
- Younger students are not permitted to leave the building without a parent or guardian.
- Please pick up your dancer on time. In the case of an emergency, please notify the Front Desk.
- If your dancer must wait, please notify the Front Desk, and have your child prepared ahead of time with something to keep them occupied.
- Please let the receptionist know when you drop off your children if they will be carpooling home with another student and picked by an unrelated driver.
- Children under the age of 8 should not be left unattended in the waiting area. **If there is an emergency, contact the front desk at 216-295-2222.**
- The studio will not stay open more than 10 minutes after the last class of the evening.

### Communication:

- The studio will send out monthly emails to keep families in the loop. This communication includes newsletters, upcoming events, tuition reminders, and periodic emails from teachers about your dancer.
- We value family feedback. Do let us know how we are doing!

- Please contact the Front Desk to schedule an in-person meeting or phone call with a teacher or the director.
- In the event Cleveland City Dance must close due to inclement weather, notification is issued via email, posted on WKYC, and an updated message will be on our studio voicemail. All classes will then be held virtually.

### **Student evaluations and progress reports**

Evaluations are given to students in December and April via your JackRabbit account under skills. The April progress report will inform a student of a promotion to the next level for the next semester.

### **Conferences and concerns**

Conferences can be scheduled by appointment only with both the teachers and the Director. Please call CCD at 216-295-2222 for a private appointment. Teachers are not available after your child's class since they often have another class to teach afterwards. If you notice a change in your child's reaction to class, please advise the staff so Cleveland City Dance can address your important concern.