

DYD's Studio Etiquette Guide

The Purpose of Studio Etiquette ... First things first!

The purpose of this is to give you, our parents and students, a guide to success at our studio. We want to prevent any miscommunications by properly responding to any actions and reactions in all possible situations. Please be sure to read the Studio Etiquette Guide all the way through. If you have questions, feel free to ask! Our goal is great service. The only thing we ask in return is that our policies are observed and our facilities are respected. Dancers and parents are required to show respect for the studio, all instructors, and all other dancers. No bullying or vulgar language will be tolerated. Dance Your Dreams reserves the right to remove a dancer or observer for failure to follow all policies and procedures.

Thank you for taking the time to get to know us!

Respecting our Facility

1. The Waiting Area

DYD provides a comfortable waiting area for all of our parents/guardians to enjoy while their dancer enjoys class. There are plenty of chairs, reading materials, as well as children's books for siblings to read. It is important that you and your children be respectful of others in the lobby. We expect good manners and respectful behavior to be used in, around, and out of the studio. No furniture or any items in the lobby should be moved at any time. Our chairs are not a foot rest nor climbing equipment. Please be sure to remember our lobby is not a play area. **Running, jumping, screaming, climbing, and throwing things are very disruptive to others and can cause serious injury and these activities are not permitted in our studio at any time.** We also need to keep our lobby area clear. Please do not allow children to lay on the floor, sit in the middle, etc. Please make sure your children are supervised at all times and follow these rules. There is a local park within walking distance if needed. We also ask that the noise level is kept to an absolute minimum. Dancers may be utilizing our homework station and need to focus. Instructors may also be attempting to keep the door open to their classroom and can only do so if there are no major distractions happening. We ask that conversations be kept between you and your neighbor quietly to not disturb those around you or interrupt the flow of the studio.

2. The Snack Shop

For your convenience, DYD provides a snack shop offering a wide variety of quick snacks to eat, water bottles to stay hydrated for dancers and parents alike, and coffee, hot tea, and hot cocoa to be enjoyed. Please see an office staff member for assistance.

3. Trash Bin / Eating in the Studio

In our lobby, you will find two trash bins. Please be sure to clean up after yourself and your children. The staff at DYD has a lot of cleaning to do to be sure everything is appropriately cleaned for our dancers and we do not have time to clean up basic garbage in the lobby. We also ask that you do not throw any diapers in our inside trash bins. We do not take the garbage out every day and you can imagine the smell a stinky diaper leaves behind! Please utilize the outside trash receptacle for any diapers. Please be respectful of our studio by cleaning up after yourselves at all times if you choose to eat in our lobby area. Leaving food/drinks creates insects and more work for our staff. If you need a vacuum or paper towels to clean up any accidental messes

or spills, please ask an office staff member immediately as we are happy to get it and help! We want to keep our lobby nice for everyone at all times!

4. **The Bathroom and Lockers**
We have a boys and girls bathroom on site for your dancer to utilize and lockers for dancers to store any items in. *DYD is not responsible for lost or stolen items.* Please do not leave any children unattended in the bathrooms. Please also help us keep our lobby clear of all coats, dance bags, and other items by encouraging your dancers to use a locker/cubby. We take great pride in keeping our dance studio as clean as possible, including our bathrooms. If you or your dancer makes a mess, please clean it up. If the bathroom is not clean or out of any supplies, please notify an office staff member immediately so we can tend to it. If a toilet clogs while you are using it or was clogged when you entered, please notify an office staff member right away so we can deal with it immediately.
5. **The Office**
Our office staff takes pride in serving all of our clients to the best of their ability. It becomes difficult to do so when clients linger around the office to chat for long periods of time. Our staff gets distracted which leads to other clients getting ignored and receiving a lower quality of service. While we want you to feel comfortable in our studio, please find a space in our lobby to make yourself comfortable while your dancer is enjoying class. We want our staff to be able to give everyone the same top quality service you want from us when you enter each and every day. Unless you are asked to help with things, please do not stay in the office for any longer than needed. Sometimes personal information needs to be given or discussed in the office and we need the privacy to do so.
6. **The Homework Area**
DYD has strong beliefs that school comes first no matter how much a child enjoys dancing. We have a designated desk located in the lobby for any dancer who needs to focus on their homework. We also have resources available if a dancer needs some assistance in subjects at school. This desk/area should be used for dancers and their homework only. If you see a dancer utilizing this desk, please do not interact with them as they should be focusing.

Respecting the Classroom / Instructor

1. **Classroom Doors/Class Observation**
Subtitle: Please do not be a distraction!
Our instructors do our best to leave the doors open to the classrooms as much as possible. This is not an invitation to move a chair into the doorway or stand in the doorway for an hour. Please keep in mind that your dancer's attention needs to be on the instructor and class material. Please trust our instructors as they are highly trained and eager to share their knowledge with your dancer. After all, that is what you pay for dance lessons for! Please do not wave, use sign language, try to talk to, knock, or use any other form of communication that takes your dancer's attention away from class. If the instructor notices this happening, they will close the door until the class is refocused. This not only distracts your dancer, but the entire class. We do ask that you respect if the door is closed, please do not open it for any reason. If you would like to take some photos, please ask the instructor before doing so. If you would like to video their routine (we actually encourage this for practicing!) please let the instructor know and we can find the best time to do so. Together, we can ensure that your dancers

get the most out of their classes while you continue to observe in a successful way!

2. Respecting the Classroom & the Instructor

Because dancing is fun, we often forget the most important part of the dance class - it is a CLASS! Just like any other class atmosphere, it should be respected as such. Please make sure your dancer knows they are there to listen, follow directions, and learn. We promise that if they follow the rules, they will have a great time while learning!

Instructors who work with younger dancers will use a reward system to teach them how to be good listeners as they develop. This means that if they are exceptionally unruly for the day, they may not be rewarded for being a good listener. As a parent, we need your cooperation to let your dancers' instructor teach. All of our instructors are highly qualified in dance education and know how to do their jobs to best suit each age group and class genre. If you have questions, always feel free to ask, but please respect the professionals as professionals the same way you respect doctors, lawyers, etc. in their own field. Please also make your best effort to direct all questions to an office staff member first and please do not interrupt a class to speak with an instructor.

3. The Classroom is for Learning

We know big open rooms and our equipment look like a lot of fun to run around in and play with, but this is a HUGE safety concern and they do not have permission. Our classrooms and locker rooms are not play areas. Our equipment is not used for play and requires careful supervision. Only dancers enrolled at DYD are permitted inside the classrooms during their designated class(es) time(s) only. No siblings are permitted inside of classrooms or locker rooms at any time for any reason. Please do not allow dancers inside classrooms unless their instructor is present or they have been given special permission.

4. Being Late to Class

It happens. There is unexpected construction, accidents, weather conditions, etc. But, every time your dancer is late they miss something critical to their success in class. If they miss the warm up, their muscles are not ready to dance which leads to injury. If they miss exercises, they aren't learning technique they need to perform steps/skills correctly. Depending on how late they are, they miss out on important corrections regarding their actual routines. Also, entering the classroom late is extremely distracting to all other dancers and takes away valuable class time for the instructor to regain the focus of the class. Dancers are not permitted into class 10 minutes after class has started. All late arrivals must be reported. Please be on time.

5. Attendance

Attendance is very important to your child's dance education experience - especially when it comes to their performances. They can't learn if they aren't there! If your student is absent too often, they will fall behind and feel lost when they return to class which can lead to anxiety, a loss of self confidence, and stage fright come performance time. We completely understand and expect them to miss when they are sick, out of town, or must attend school functions for grades. But otherwise, attendance is crucial to their success. Please note, further policies about attendance are outlined in our Code of Conduct and competitive dancers have their own attendance rules.

6. Cell Phones

In this day and age, nearly everyone has one. But, there is a time and place to put

them away - the classroom. Just as you wouldn't want your instructor taking a call in the middle of class, it is inappropriate and distracting to other students to be talking or texting when the dancer should be paying attention. At DYD, we do not permit dancers to have cellphones in class at any time. Please remember, your dancer is in class to learn and the cell phone can wait! We also ask that parents/guardians be respectful in the lobby on their cell phone. Please be cautious of excess noise on cell phone calls, games on any mobile devices, etc. If you must take a call, take it outside.

7. Entering the Classroom

If there is a question you would like to ask your instructor, we encourage you to first check with an office staff member if they can answer your questions and if not, please wait for the instructor before or after class. Once class has begun, please do not under any circumstances enter the classroom. Our classrooms are no different than your classrooms at academic school. It would never cross someone's mind to walk into Mr. Smith's classroom and shout out a question or pull their child aside to fix something, so please give our instructors and their classroom the same respect you give all other teachers out there. EMERGENCY EARLY DISMISSAL: In the rare case that an unplanned early dismissal is necessary, please see an office staff member. One of our staff members will quietly pull your child without disrupting class to the best of their ability. Do not enter the classroom during class.

8. Bathroom Breaks

It is inevitable that once a 4 year old has to use the bathroom, every 4 year old in the class has to then use the bathroom. Please help your instructor out by making sure your dancer has taken a bathroom break before class begins. We prefer no bathroom breaks to be taken during class unless it is an emergency. Dancers are expected to remain in class until the end of class unless a short drink break is given. This saves valuable class time.

9. Be Prepared for Class

Please make sure your dancer arrives approximately 5-10 minutes before their scheduled class and each student has the proper dancewear and shoes for their class(es) each week. For your convenience, we offer items for order. If your dancer does not have the items to be prepared for class, we will loan them clean items from the office and they can immediately return items.

10. Call Ahead for Absences

It helps our instructors greatly to know ahead of time if dancers will not be in class. If your dancer is sick or a trip is planned, please let us know by simply calling ahead (484-254-6551) or sending an email (office@danceyourdreams.studio). We will let your instructor know so they can plan class accordingly. All absences are required to be reported to the office by a parent. If absences are not reported, they will be marked as unexcused. If absences become excessive, Dance Your Dreams reserves the right to lower the dancers level or remove them from the class and performances.

11. During Performance Rehearsals / Recital Week

Our Recital Week is a very hectic time with over one hundred dancers needing to be prepared for rehearsals and performances. Please be sure you know your call time / start time and please DO NOT BE LATE! Waiting for one dancer to arrive can throw the entire schedule off track. Please also arrive fully prepared for rehearsal. Be sure to refer to our [DYD's Guide to an Easy Recital Season](#) to answer all of your questions. Please also respect our lack of space inside of the studio for rehearsals. No parents/guardians

are permitted to stay at any rehearsal (at the studio or Recital venue) for any reason. We have volunteers for all classes that need assistance. This applies to everyone. Please do not assume you are the exception to this rule. Please also be patient with our instructors, staff, and volunteers. Our main focus is the dancers as all questions should be dealt with prior to any rehearsals. Please be sure to read all information given out (email, website, bulletin board, and physical papers) prior to any Performance Rehearsals and Recital Week and ask any and all questions in advance.

Proper Communication

1. Resolving Misunderstandings & Answering Questions

Subtitle: Who to Ask & Following the Proper Steps

With so many different families and dancers attending each week, it is inevitable that from time to time a misunderstanding will arise. We want to make sure you are equipped with the proper steps to get these issues resolved as quickly and successfully as possible. If you have an issue or question about anything that happened in your dancer's class, the first step should always be to speak directly to the instructor about it AFTER CLASS. If they have another class immediately following, they will gladly set up a time to call you on the phone or speak to you in person when they are free. Please also feel free to speak with an office staff member to have them talk to your instructor to have them get in contact with you. Please do not approach anyone else before talking to your instructor. No one else was in the classroom and has no knowledge of what happened. Most things can be quickly resolved between the parent and instructor where as it takes much more time if a "middle man" has to go fact-finding and deliver messages back and forth. All of our instructors want your children to have positive experiences and are happy to talk to parents whenever necessary. If you have spoken to your instructor and the issue still lingers, then please feel free to reach out to Miss Laura to set up further discussion.

If you have an issue dealing with your account, please go directly to an office staff member. DYD instructors do not have access to specific account information therefore cannot assist you. If account errors need correcting, we will work with you to get everything rectified as quickly as possible.

If you have questions about studio policy, emails that go out, notes that go home, upcoming events, etc. please speak with an office staff member preferably by email (office@danceyourdreams.studio) or by stopping in to the office.

Our goal is the best customer service possible. By following the proper steps to resolve issues, you can help us serve you better!

2. Stay Informed

We make every effort possible to make sure you get all of the information you need by email, post, and in person. We put a lot of thought and time into our emails and other information and need you to take the time to read through ALL communication. To assist us in this effort:

- Make sure we have a current active email address (many email addresses can be added to your dancers account so feel free to add as many as you wish - mom, dad, grandparents, babysitters, etc. - to stay in the loop)
 - Please do not unsubscribe from our emails while you have a current student with us. The majority of our communication is done via email. You will miss so much.

- Always ask your dancer for notes they were given by office staff or instructors when you pick them up
- Make a point to check out our Digital Bulletin Board on the website (www.danceyourdreams.studio) where most important information is posted
- Check your Parent Portal frequently for billing updates
- "Like" us on Facebook (www.Facebook.com/DanceYourDreams)
- Make sure we have all updated phone numbers associated with your account
- Read our Bulletin Board inside of the studio EVERY MONTH and ALL emails

Our goal is to best serve you, but sometimes, those important dates and notes will be missed if you are not reading what you are given. We will do our best if you will do your best!

3. Please Don't be a "Dance Mom"

Subtitle: Yes, we've asked "Dance Moms" to leave before.

You've all heard about the show if not seen it, right? A small group of mothers sit in a room and complain about everything while their dancers dance. While we do not agree with nor defend the actions of the dance studio owner in said show, PLEASE DO NOT BE A "DANCE MOM" like those ladies. Please have the respect for us and our studio not to sit in it and complain just for the sake of complaining or just having something to talk about. It makes for such a miserable environment for everyone! Please bring any legitimate issues to us to be resolved, but don't behave poorly by gossiping about other dancers or insulting a staff member within our studio. If you hear someone else acting like a "Dance Mom", walk away to discourage them from doing so. If you don't feel there is an issue to discuss with us to resolve, please keep the conversation positive and uplifting as we want our environment to be for all.

4. Labeling, Storing, and Lost & Found

Please put your dancer's name or initials in all of their shoes so we know who they belong to when they are accidentally left behind. Please keep all belongings in your dancer's bag, locker, or cubby while they are in class so hopefully nothing gets left behind. If you do lose an item, whether it be dance shoes, toys, or regular clothing, please check our Lost & Found box located near the trophy case frequently. We do donate any unclaimed possessions at the end of the season.

5. Checking In

We request that all dancer's parents make it a point to stop in and visit the studio at least once every couple weeks no matter what the age of your dancer or if you prefer to stay for their class(es). Please make it a point to check in at the bulletin board, with your instructor, and with an office staff member to make sure you are not missing any important information. This also helps make sure we can keep open lines of communication for any situation that arises.

6. Fundraisers

Fundraisers are a "Fun" way to "Raise" money to help cover your dance costs. We provide one or two fundraisers per season to make it easier for you to pay your bill and/or allow your child to take as much dance as they like without hurting your wallet. Fundraisers can be put towards all costs of dance. Please be sure to follow all instructions given on Fundraiser packets. Also, remember it is important to pick up your Fundraiser order on the scheduled delivery day. DYD has no space to properly store any orders. No Fundraisers are required, only an option if you wish to participate.

7. Safety

Please walk young dancers all the way across the parking lot and to and from our doors. While we attempt to keep our parking lot only for customer use, the surrounding community tends to use it for a throughway often and we cannot guarantee their speed. When utilizing our studio parking lot, please only enter the front from Morgantown Road and please only exit the rear onto Bartlett Street to ensure the flow of traffic is correct. Please also never stop your vehicle along the stairs/ramp at the studio for any reason. There is not enough room for cars to continue to move through properly when people stop at the stairs/ramp. Please utilize the street for parking whenever possible if spaces in the parking lot are not available. Please only park in a parking space in the parking lot and be courteous not to park anyone in. No dancer is to leave the studio to wait for a parent to pick them up under any circumstances.