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

SaskExpress Studio 2024-2025

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 resilience. We are highly invested in the growth of each of our students, and we feel fortunate to have the opportunity to be a part of their development as both young individuals and performers.

OBJECTIVE:

Our classes are designed so that students will learn dance, voice, acting and musical theatre skills in a safe space that provides encouragement and inspiration for healthy, positive growth and development.

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. The performing arts are a platform that 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

- All registered families and dancers are required to read and abide by the Studio Policies.
- Studio communication is facilitated largely by email. Please ensure we have your correct email address, and that you check this contact frequently for studio updates and schedules. Pertinent information will also be posted on the studio bulletin board. Information is also on Facebook and Instagram. Please contact the main office if you'd like hard copies of any information.
- Additional short-form communication and reminders will be sent out via text message and posted on our parent Facebook page. More information regarding the parent Facebook page will be available at the start of the season. The link to the Facebook page can be found **here**.
- General inquiries and attendance notices should be sent to studio@saskexpress.com. All other concerns and inquiries are to be directed to the studio director(s). Louise's email is louise@saskexpress.com
- The studio director(s) are available for virtual meetings, scheduled by email. Please contact louise@saskexpress.com to arrange a meeting with the studio director(s).
- Student class placement is determined by the studio director(s) and instructors with the best interests of each student in mind. Any questions pertaining to this matter are to be discussed with the studio director(s).

REIMBURSEMENT AND REFUND POLICY

- The registration administration fee is non-refundable. Costume deposits and picture fees are **non-refundable after November 15**; competition and exam entry fees are **non-refundable.**
- Class cancellation:
    - Parents/guardians shall provide a **minimum** of one month's **written** notice to cancel monthly payments. Verbal notice will **NOT** be accepted, we must have a record of the withdrawal from the class in email format. Keep in mind, if parents decide that they would like to pull their child from the month of June, their child will **NOT** be in the recital. 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 studio@saskexpress.com or louise@saskexpress.com.

ATTENDANCE POLICY

- All students are expected to attend class **regularly**. Attendance is recorded at every class and monitored throughout the year. If you are sick, **do not** attend class or any other studio events.
- We request you contact the studio by emailing studio@saskexpress.com with as much advance notice as possible if your dancer is unable to attend class.
- **Students registered in competition and exam classes with four (4) or more unexcused absences will be contacted by the studio director(s). 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, in addition to absences due to illness or suspected illness, are exempt from this policy.

STUDIO ETIQUETTE POLICY

- Students and parents/guardians are expected to show respect to the studio director(s), instructors, assistants, and staff at all times. Please respect the studio property, building, and belongings.
- Parents are **NOT** to interrupt instructors to discuss studio matters. Parents are to direct questions, concerns and inquiries to the studio director(s) and receptionists.
- Please remove all outdoor footwear at the front doors, place shoes on the shoe rack, and utilize hallway hooks for hanging jackets and bags.
- SaskExpress is **NOT** responsible for lost, stolen, or misplaced items. We recommend all valuables be left at home.
- Food is to be consumed in designated eating areas only. All studio members are expected to clean up after themselves.
- For safety reasons, running in the hallway is not permitted.

- All students are expected to refer to the Studio Important Dates document for mandatory studio events and attend and participate in studio activities and performances throughout the year. All studio dates are tentative and subject to change.

CLASS ATTIRE POLICY

- Appropriate dance shoes and attire is 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. Please reference the Studio Attire Requirements document for more information. Jewelry (with the exception of small earrings), **gum**, and outdoor shoes are not permitted in the dance studios.
- Studio directors and instructors reserve the right to remove dancers from class for inappropriate dance attire.

CLASS ETIQUETTE POLICY

- **NO** cell phone policy
    - Cell phones are **NOT** to be used during class. Cell phones are permitted in the studio when they are stored inside students' bags with the ringer turned off.
    - The rule above applies to smart watches and other smart devices, excluding those who need one for a health-related reason, which needs to be provided to the studio director.
    - Students are not to check cell phones during water breaks or between back-to-back scheduled classes.
- Excessive talking during class is not acceptable. Students are expected to treat instructors and classmates with respect at all times. Students are expected to listen closely when an instructor is correcting another student so that they may also learn from the correction.
- Drinks with a screw-on or sealing lid may be brought into the dance studios. Please, no cans, juice boxes, etc.

PARKING POLICY

- Parking at the front of the building is for staff and instructors and is clearly marked. Please do not park or wait in these spots for pick-up. Student and parent/guardian parking is available on the east and south sides of the parking lot. We also have many street parking spaces available.
- Please do not leave valuables in your vehicle.