



FAMILY HANDBOOK

2023-2024 SEASON

We put this Handbook together to provide our current and NEW dance families a tool to help guide you through your Families DanceJourney.

Turning Pointe Dance Studio is located in Hillcrest, Alberta. One of the 5 communities' part of the Crowsnest Pass. Our home is a 106-year-old historic building. Originally, the Burnett & Cruikshank Store. The store was built in 1913. In 1948 the store became a grocery & dry foods store. The building has been home to Turning Pointe Dance Studios for 13 years now.

Turning Pointe is an established dance studio with 22 years operating in the Crowsnest Pass & 8 years in Pincher Creek. Our studio was excited to have won the small business of the year award and strives for excellence in teaching & developing dancers our communities & surrounding areas.

Turning Pointe offers three dance studios with classes in ballet, jazz, lyrical, hip hop/groove, tap, pointe, acro, contemporary, pointe, street jazz & musical theatre/acting! We offer experienced instructors who have a commitment to updating their own skills and are able to bring creative and current dance skills and knowledge to our studio.

Classes begin at ages 18 months through to Adult! At TPDS we are proud to offer 3 separate programs to suit the needs of all families; Sessional (8-12 weeks with optional performance), Full-Year (September-May programming with optional performances) & Competitive (mandatory 2 ballet classes a week, 1-2 competitions a year). Our studio is proud to offer programming in Acrobatic Arts, Twinkle Star Dance, Acrodance Preschool, Royal Academy of Dance Ballet Exams, & Progressing Ballet Technique.

In our studio Competitive program, we participate in dance competitions and festivals around Southern Alberta each year. We have also participated in extracurricular events which have included Disney Dance the Magic, Triple Threat Workshops in Calgary, Los Angeles Dance Workshops, Tara Jean Workshops (SYTYCD Canada season 2 winner) and New York City. We always have exciting opportunities coming up each year for all our dance students.

WHAT WE OFFER

FULL YEAR, COMPETITIVE & COMPANY PROGRAMS- PRODUCED BY TPDS- Year-end show will be held towards the end of MAY of each year. We hold our show at the 'UNIVERSITY OF LETHBRIDGE THEATRE' we feel this is a great opportunity for the children to "show off" what they have learned all year to their parents, friends, and families in a professional and welcoming environment. Photo Day is mandatory for all year-end show, competitive & company dancers.

TPDS will adapt to any circumstances that arise this season.

Year-end Show students costume rental is done through the studio at the time of registration. This is a non-refundable cost.

👗 Twinkle Star to Grade 3 Students is \$42.00 per class (including GST)

👗 Grade 4+ Students is \$52.50 per class (including GST)

Costs Associated with Year-End Show

👗 Tickets range between \$20.00-\$23.00

👗 Finale T-Shirt (all students are required to have these t-shirt for our finale of the show) \$18.00-\$25.00

👗 Proper tights & shoes- purchased from Classique Dancewear

👗 Optional order of the Digital Copy of the Year-End Show- \$75.00

👗 Optional order of the Keepsake Memory Program- \$18.00-\$20.00

FULL YEAR RECREATIONAL PROGRAM This is an option for families who wish to not have their dancer perform in the year-end show but still want them to have the opportunity to participate in dance for the entire season. Our 4 program options have the ability to flow between each other. Example: a child can begin in a 12 week session then progress into our full-year recreational program. The following year they can then choose the full-year year-end show program.

RECREATIONAL PROGRAM Here at TPDS we are proud to offer a variety of programs to suit the needs & interests of all dancers & families. Our recreational program is perfect for the dancer who just wants to DANCE! Without the commitment of year-end show, Christmas show or competitions. Sessional terms vary in length between 8 to 12 weeks depending on the time of year. Registration takes place Online for all recreational programs. Recreational students who wish to move into the full-year program must make the switch before December of the dance year.

COMPETITIVE PROGRAM - Our competitive program is suited for the dancer who wants more weekly training and performing opportunities. Competitive dancers will perform in the year-end show and 2-3 festivals/competitions each year. It is mandatory that students wanting to participate in competition attend a minimum 1 ballet class a week. The classes attending competition are up to the discretion of the director. These events require payment of entry fees for each individual competition and the expense of travel. Competitions usually fall between APRIL & MAY. Competitive dancers are apart of the TPDS Competitive Team they require a higher level of commitment.

COMPANY PROGRAM - Company dancers MUST be enrolled in ALL recommended classes per the director. This is done per individual dancer. All company groups will be done out of class. Company dancers can be from ages 8 and up or Grade 1 Ballet and up. A company group is completed out of regular class time & considered a group private lesson. Attendance at ALL company privates is mandatory & commitment to your group is imperative. All pointe, contemporary & acro groups will be done as company dances ONLY. Therefore, your dancer MUST be enrolled in the regular full-year/competitive class.

For example: to be a company dancer, your dancer must be enrolled in the full-year/ competitive class to be in the company group. The only exception for this is Musical Theatre. To be in the musical theatre group and/or production your dancer MUST be enrolled in the regular full-year/competitive ballet and jazz/acro class.

• Example #2: A dancer may be in the full-year/competitive jazz group but then also may be eligible upon auditioning or recommendation from the director/instructor to be in the 'company' out of class jazz group. Placement in company groups does not necessarily come from what level or age your dancer is in but from your dancer's ability.

PHOTO DAY - Photo day is for all dancers in the year-end show, competitive & company programs. Before our Year End Show students will get the opportunity to have their photographs taken by a professional photographer with their class in full costume, hair and make as well as individual photos if chosen by the family. Photo Day is usually the beginning of May.

EXAMS - TPDS offers the opportunity for students to participate in Royal Academy of Dance Exams (R.A.D) for Primary students up to Vocational Exams. Exams are not compulsory but highly suggested, students are chosen at the discretion of the instructor. If students choose not to do an exam they will still move forward with their class as long as they are taking 2 ballet classes a week. We also offer exams to eligible students in our acro classes through Acrobatic Arts. If a student is recommended to do an exam it is a great privilege to be involved in.

CROWNEST PASS DANCE FESTIVAL SOCIETY - The CPDFS consists of parents supporting their children who are pursuing dance with the Turning Pointe Dance Studio. Due to this all parents automatically become members of the society. Your participation is greatly appreciated and very much relied upon. Through CPDFS we participate in various fundraising activities to help defray the cost of participating in dance festivals and ballet examinations. CPDFS also funds a scholarship for students, which is presented at the Year End Show. We have also funded the installation of new mirrors, lockers and a water dispenser in the studio for our children. We also sponsor the An Evening with the Stars Gala so that our children have an opportunity to perform their solos, duos and small group dances prior to competition & for our community. If you would like to learn more about the CPDFS please contact your child's class representative or any member of the executive. The executive of CPDFS consists of President, Vice-President, Secretary, Treasurer, Volunteer Coordinator and various Fundraising Directors. These positions are elected at our Annual General Meeting (AGM) at the beginning of each new dance year.

AN EVENING WITH THE STARS GALA - PRODUCED BY CNPDFS. This is an opportunity for all our students who have enrolled in Festival Privates with solo, duo, trios or small groups to perform their dances before dance competition in front of our community at the MDM community centre.

CHRISTMAS SHOW - PRODUCED BY TPDS. Our Christmas Show is held within the first 2 Saturdays in December at the Pincher Creek Community Hall. Full-Year students have the option to enroll in a Christmas Show dance as well as sessional students.

GENERAL INFO

OFFICE HOURS Tuesday/Thursday 4:00-6:30 p.m

Friday 11:00-2:00 p.m.

EQUAL OPPORTUNITIES POLICY: TPDS STATEMENT OF INTENT

It is the policy of TPDS to treat all employees, students, parents, caregivers, and the public and job applicants fairly and equally regardless of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, and pregnancy or maternity. Furthermore, our organization will ensure that no requirement or condition will be imposed without justification which could disadvantage individuals purely on any of the above grounds.

The policy applies to recruitment and selection, terms and conditions of employment including pay, promotion, training, transfer, and every other aspect of employment. The policy applies to all current or TPDS students and clients.

In terms of recruitment, our organization will regularly review the procedures and selection criteria to ensure that individuals are selected, promoted, and otherwise treated according to their relevant individual abilities and merits.

We are committed to the implementation of this policy and to a program of action to ensure that the policy is, and continues to be, fully effective.

All staff are required to comply with the policy and to act in accordance with its objectives to remove any barriers to equal opportunity.

Any act of discrimination by employees or any failure to comply with the terms of the policy will result in disciplinary action.

PAYMENT TERMS

Our full term consists of 34-36 weeks of dance. The studio is open for classes from September until June. Our expenses are fixed and the students are charged for the fullterm regardless of individual absences.

PARENT VIEWING

We ask that parents or care takers do not come into the dance studio during regular classes as it can be a distraction to the dancers. Parent viewing week will take place in November of each dance season. We will adapt to any changes or protocols as they become available for Parent Viewing this season.

STUDIO CLOSURE DATES

- October 9th- Thanksgiving
- October 31st- Halloween
- November 13-17th Remembrance Week
- December 21st-Jan 7th- Christmas Break
- February 19th-25th- Reading Week Break
- March 29th-April 2nd- Good Friday & Easter Monday
- May 20th- May Long Weekend

DEVELOPMENTAL LEVELS

Here you will find information on how your dancer can progress through our developmental levels at TPDS. This is just a generalization of the progression. All dancers progress at their own pace, level & at the guidance from both the family & teacher. Please note the levels in dance do not correlate with grades in school.

TWINKLE BABIES

Ages 18 month-2 years- parented class, 1-2 years in this level

TWINKLE STAR

Ages 3-4 years- 2 years in this level, eligible for ballet, jazz/tap combo & acro

TWINKLE KINDER

Ages 5-6 years- 1 year in this level, eligible for ballet, jazz/tap combo & acro

PRE-PRIMARY

Ages 6-7 years- 1 year in this level
eligible for ballet, acro, jazz & tap

PRIMARY

Ages 7-8 years- 1 year in this level eligible for
2 ballet classes, jazz, tap, acro, hip hop

GRADES 1 & 2

1 year in this level
eligible for 2 ballet classes, jazz, tap, acro, hip hop/groove

GRADE 3

2 years in this level
eligible for 2 ballet classes, jazz, tap, acro, hip hop/groove, lyrical

GRADE 4

1 year in this level
eligible for 3 ballet classes, jazz, tap, acro, hip hop/groove, lyrical, pre-pointe, stretch/PBT class, contemporary

GRADE 5 / INTERMEDIATE FOUNDATION

1-2 years in this level
eligible for 3-4 ballet classes, jazz, tap, acro, hip hop/groove, lyrical, pointe, contemporary, stretch/PBT class

INTERMEDIATE+ -ADVANCED

2-4 years in this level
eligible for 4 ballet classes, jazz, tap, acro, hip hop/groove, lyrical, pointe, contemporary, stretch/PBT class

GENERAL RULES & REGULATIONS

1. Parents are required to notify the studio when their child will be absent from class. Please email the studio at tpdscnp5@gmail.com
2. The Parent Portal can be accessed at any time using the email address we have on file and the password you created. In your portal you can: view classes, view payments, order from our online shop, update your student/family contact info, and more! All communication will take place in your parent portal & via email.
3. Students & Parents will show respect to all the staff, students and volunteers. Students should address all staff as Mrs, Miss or Mr
4. Long hair must be worn up and proper dance attire must be worn for all classes (NO sweatshirts, sweatpants or street clothes along with Jewelry).
5. All students must follow the dress code. If a teacher finds grooming and dress inappropriate for class they will be asked to leave until properly groomed.
6. All students should be aware of good grooming and hygiene
7. Deodorant is essential for all older students, and some of the younger students as well. Children perspire when active
8. *NAMES must be on all dance attire (especially shoes) - as well all outdoor shoes, boots and coats *
9. Valuables should not be brought to the studio as TPDS is not responsible for any lost or stolen items
10. Students will be responsible for any damage they may cause to the studio's property. Everyone must respect the property of TPDS, its instructors and students.
11. NO SMOKING or VAPING anywhere in the studio or on the studio premises.
12. There will be NO GUM CHEWING allowed in the studio.
13. PARKING- Please park along the street or in the back parking lot to the left of the garage. Please be aware of our apartment parking spots. Parking in these areas is prohibited.
14. All students should keep their bodies HEALTHY! Get proper rest, drink lots of water per day and eat healthy foods for health & injury prevention.
15. It is the responsibility of the parent to make sure they are receiving all newsletters and information given out at the studio and VIA email. All information is emailed & posted in your parent portal.
16. **ABSOLUTELY no phones in the dance studio unless it is being used for videoing choreography purposes.** As well there are to be NO PICTURES taken in the dressing room of any nature. This is to protect the safety and privacy of students
17. INJURIES - if your child has an injury we require that the parent contact the studio ASAP

PARENT PORTAL

We use a studio management system called 'The Studio Director'. Parents will have access to their parent portal at any times. It can be found by heading to our website and clicking parent portal on the home page.

Uses of the Parent Portal

- **Pay Now:** Enables parents to make payments on the account using Visa or Mastercard
- **Online Shop:** Enables parents to order and pay for items from our online shop.
- **Enroll in a Class:** Enables parents to enrol their students in Sessional Classes, Summer Camps & more!
- **Financial History:** Enables parents to see previous charges and payments on their account
- **View All My Classes:** Enables parents to have a live schedule of what classes your child is enrolled in, including the private lesson schedule for any dancers with a solo, duo, trio or out-of-class group!
- **Contact Info:** Enables parents to update phone numbers and addresses
- **My Account:** View all the important newsletters & documents sent throughout the year!
- **Student Info:** Enables you to add a student or edit the details we have for the students

FEES & REGISTRATIONS

These are the fees that cover the cost of your weekly class lessons only. There will be additional events offered through the year that are optional and at an additional expense. These include such events as workshops, exams, competitions, costumes, picture day, studio attire, Christmas Show, etc.

Fees for the 2023-2024 Dance Season

Please see the separate fee document for information on class fees.

Payment Plans (Tuition Only)	Payment Plans	Payment Method	Due	Parent Initial
	Monthly Payments	Credit Card (Automatic)	Sept & May – Charged Aug 30 Oct to April – Charged 2 days prior to first day of month	
	(May Tuition due with Septembers Tuition)	Email Transfer	Sept & May – Email Request sent Aug 30. Payment due September 1st Oct to April – Email Request sent 2 days prior to first day of month. Payment due first of the month. *etransfertpds@outlook.com	
	(No Cash or Debit)			
	Custom Plans (No Cash or Debit)	Credit Cards or Email Transfer Only	Additional fee of \$25 per payment	

If you have any questions regarding our fees please contact: Miss

Fenton at tpdscnp5@gmail.com

Tammy Schmidt (Accounts Manager) at accountstpds@tammyschmidt.com

CLASS DESCRIPTIONS

TWINKLE STAR / TWINKLE KINDER

Our **TWINKLE STAR** class is a preschool based program for children aged 3-4 years old. The class length is 30 minutes once a week with instruction in ballet. Twinkle Stars will develop strength and coordination in the body and imagination, musical awareness and joy of dance. Classes can be chosen for the full year program with or without year-end show or 9-12-week session.

Our **TWINKLE KINDER** program is for children aged 5-6 yrs. We have split up our twinklekinder program into 3 separate classes. Families can choose between ballet, acro, tap/ jazz combo.

BALLET: This class is 45 minutes long and builds on the skills in our twinkle star program but working to develop a greater sense of body awareness, rhythm and music.

ACRO: This 45-minute class follows the Acrodance Preschool syllabus where students will learn locomotive skills, like jumping or galloping, along with balance and basic acro positions.

JAZZ/TAP Combo: This 45-minute class will introduce your dancer to the world of jazz & tap styles of dance. See below for further information on each separate discipline.

BALLET

Ballet is the foundation of all dance forms. Body placement, flexibility, alignment, strength and technique are achieved through barre and centre floor work. TPDS offers ballet classes from twinkle star to advanced. All ballet classes are taught under the Royal Academy of Dance syllabus.

JAZZ

The emphasis in jazz is on the strength and flexibility developed through technically challenging movements such as kicks, leaps and turns. With its roots in ballet, today's jazz has evolved from Broadway to MTV. Jazz classes from beginner to senior are offered in both recreational and competitive programs.

TAP

Tap focuses on the musical phrasing and complexity of rhythms with the challenge of making melodies with the feet. TPDS offers Tap for Primary students up to competitive senior levels.

GROOVIN'

Hip Hop is evolved out of street and break dance moves and is characterized by vigorous athletics and a bouncy style. We offer classes to students 6 years and up in both recreational and competition.

LYRICAL

Lyrical is offered to those students enrolled in Jazz and Ballet and those students in the Grade 3/4 level of ballet. While maintaining the rhythmic characteristics of jazz, it incorporates elements of Ballet and Modern Dance to give it a smooth lengthened look with lyrical quality. Lyrical is only offered in our competitive program.

ACRO

Our Acro programs are taught under the Acrobatic Arts Syllabus. The syllabus is built for dancers and builds on their ballet technique by helping develop strength and flexibility. It incorporates elements of gymnastics, balancing, limbering, tumbling and basic contortions.

Dancers who train in acrobatic arts will find they will be more balanced, stronger, flexible and fearless. This is open to students 5 yrs & up.

POINTE

For those dancers who have achieved the necessary classical technique and strength in ballet class. Pointe class concentrates on ballet steps from demi-pointe to pointe. Admittance to pointe class is with permission of the instructor only.

BALL/STRENGTH CLASS & JUMPS / TURNS

PBT Ball Class classes provide foundational skills used in all dance programs. Students will work on flexibility and strength. Our conditioning ball class is based on the 'Progressive Ballet Technique' where students work on their body strength using exercise balls in relation to their basic ballet technique.

MUSICAL THEATRE

The Musical Theatre program involves combining drama, dance, and lip syncing & singing. The emphasis is on teaching the student how to use their facial expression to add to their dance repertoire, creating a more diverse and complete performer. Classes will be focusing on show tunes, character development, improvisation, mime and song & dance.

DANCE ATTIRE

Students are expected to wear proper dance attire to all classes this includes hair properly pulled back and up in a bun. Students should not wear any jewelry for safety reasons. It is important to dress properly in order for the teacher to properly assess posture & technique. The following is the basic attire for each discipline.

TWINKLE STAR/TWINKLE KINDER

- 📖 Pink, blue or black solid color bodysuit
- 📖 Pink microfiber tights
- 📖 Matching color skirt
- 📖 Pink Leather ballet slippers
- 📖 Hair pulled back off face preferably in bun

JAZZ & TAP

- 📖 Solid color bodysuit
- 📖 Black jazz pants, capris or booty shorts
- 📖 Beige, pink or black shimmer tights
- 📖 JAZZ - beige or black split sole oxfords
- 📖 TAP - black tap shoes (must have elastics not ribbons)
- 📖 Hair pulled back neatly into a ponytail or bun

GROOVIN'

- 📖 Clean indoor running shoes (NOT skater shoes)
- 📖 Comfortable pants or sweat pants
- 📖 Bodysuit

ACRO

- ✦ Solid color bodysuit
- 📖 Tight capris or booty shorts
- 📖 NO socks or loose-fitting clothing or jewelry
- 📖 Hair must be in a flat bun or pinned up ponytail

PRE-PRIMARY & PRIMARY BALLET

- 📖 Pink sleeveless bodysuit
- 📖 Pink ballet skirt
- 📖 Pink microfiber tights
- 📖 Pink leather ballet slippers (full sole)
- 📖 Hair pulled up into a bun

GRADE 1-5 BALLET

- 📖 Navy scooped neck sleeveless
- 📖 Navy waist elastic
- 📖 Pink microfiber tights
- 📖 Pink leather ballet slippers (full sole)
- 📖 Character shoes (black canvas)
- 📖 Hair pulled back in a proper ballet bun

INTERMEDIATE & ADVANCED BALLET

- 📖 Black sleeveless Mondor bodysuit
- 📖 Black waist band
- 📖 Pink microfiber tights
- 📖 Soft blocs with pink ribbons
- 📖 Pink Pointe shoes with pink ribbon

DANCERS SUPPLY LIST & REQUIREMENTS

Families will need to supply the following items for their dancer. All these items will need to be brought to & from the studio in a small bag or drawstring backpack (A dance bag).

Twinkle Star/Twinkle Kinder/Pre-Primary Ballet/Primary Ballet Dancers:

- Proper attire & shoes (please see our website for a detailed list)
- Labelled Water Bottle
- Small teddy bear - Purchase in the online shop in the parent portal
- Small scarf - Purchase in the online shop in the parent portal
- A Small bag or drawstring back pack to carry their belongings

Ages 6+ Dancers:

- Proper attire & shoes (please see our website for a detailed list)
- **OWN Yoga Mat & Yoga Block**
- Labelled Water Bottle
- A Small bag or drawstring back pack to carry their belongings

ENTERING THE STUDIO

We will be continuing with our 2 separate entrances this season!

Drop-Off will take place at the REAR of the studio! To find out what studio your dancer's class is held in please login to your parent portal and the studio name is listed beside your dancers class name.

- If your students' class is in Studio C, please follow the signage labelled Studio C Entrance
- If your students' class is in Studio B, please follow the sign labelled Studio B Entrance
- If your student's class is in Studio A, please follow the signage for Studio B entrance.

Students must wait outside the building until let in by their teacher if they have a class in Studio C. Dancers who have class in Studio A/B can enter through Studio B entrance door and wait in the back-dressing room for their teacher.

Upon entering students will:

- Remove outdoor shoes and place them on the designated boot rack for each studio.
- Dancer will hang up their coats on the hooks provided.
- They will bring their dance bag into the studio with them.

PARENTS: Please be advised that students can **only be dropped off 5 minutes prior** to their class time.

EXITING THE STUDIO

Pick up will take place at the **FRONT** of the studio! **Dancers MUST be picked up within 5 minutes of their class ending.**

THE DRESSING ROOM

We highly encourage & recommend dancers to come dressed and ready for class. If they need to get dressed and ready at the studio, the dressing room and bathrooms will be open.

LOCKERS

We will be open to dancers in Grade 2+ classes and be used as needed. Lockers will open in October.

EATING & BREAKS AT THE STUDIO

Any eating that takes place will take place at the tables in the dressing room near the lockers. Dancers are provided space to complete homework if necessary at the table in the back-dressing room.

ZOOM

Zoom will be utilized throughout our classes allowing students & families the option to participate in classes from home. It is our preference that students attend class in studio & only utilize the zoom technology when necessary.

ZOOM GUIDELINES:

- If your dancer is showing any signs of illness, we encourage them to stay home and attend class via zoom.
- Zoom will be a great alternative for snow days instead of us having to cancel & re-schedule the missed classes.
- It is important that each individual dancer has access to a device such as phone, tablet, laptop/computer, etc
- If a student is ill to the point that they are unable to physically dance, we do ask that they observe the class via zoom but have their camera turned off. We feel this would be very distracting to the other students in studio.

TIPS FOR USING ZOOM:

Here are the steps to help you join class via zoom:

1. First download the [ZOOM.COM](https://zoom.us) app onto your computer / tablet / phone etc.
2. Click Join Meeting, enter our zoom ID: 226-885-9902 for classes held in Studio B and 226-885-0685 for classes held in Studio C & add your students name (it is imperative that you type your students real name and not any nicknames etc as for security purposes we will not accept anyone into a room we do not recognize).
3. Then enter the password: TPDS
4. When you click the link it will put you in a waiting room and when it is time for your scheduled class, we will then click you into the class and you are able to join.
5. Make sure you have accepted that you use your devices Video & Audio or we will not be able to hear or see you during your appointment.
6. Ensure your students dance space is clear of any dangers and distractions (ie. furniture, animals, sibling)



TURNING POINTE DANCE

STUDIO ADDRESS:

22705-8TH AVE - HILLCREST, AB T0K1C0

MAILING ADDRESS:

22 NORTHLANDER RD W - LETHBRIDGE, AB T1J 5G6

PHONE: 403-330-7699

EMAIL: tpdscnp5@gmail.com

WEBSITE: turningpointedance.ca

FACEBOOK: Turning Pointe Dance Studio Crowsnest

INSTAGRAM: @tpdscnp

Contacting TPDS Staff

ALL staff are not available between the hours of 9:30 P.M to 9:00 A.M the following day. We encourage communicate through email and/or calling the studio. The studio is closed for holidays and on the weekend. All staff will respond within 48 hours unless It is an emergency. We are encouraging families to book a phone call or zoom appointment to discuss any issues or concerns regarding your dancer.

Miss Fenton is available for phone calls/appointments Monday-Wednesday from 10:00-3:00, Thursday 11:00-4:00, & Friday 10:00-2:00.

Accounts Department- Tammy Schmidt- Monday-Friday 10:00-2:00 via email at accountstpds@tammyschmidt.com

Appropriate Communication by all Parents/Caregivers to all TPDS Staff & Owners:

- Unfortunately, we do make mistakes and miscommunication can occur. We welcome you as a parents/ Caregivers to bring those to our attention. We do ask that you use discretion as you address them with us.
- We will follow up within 24 to 48 hours. We ask that you do not email or call any staff or owners that you allow yourself 24 hours before emailing.
- We ask that any conversations that are sensitive and private in matter be held while classes are NOT in session and are addressed to the director.
- Issues concerning other parents or children; please do not address this issue at the studio. Please resolve the issue independently or make an appointment with the director to resolve the situation. Angry dialog, foul language and physical threats will not be tolerated.
- Parents and /or students who display this type of behavior will be asked to no longer participate in the classes at Turning Pointe Dance Studio. Please remember that these rules are for the safety and comfort of ALL dancers.