

FREQUENTLY ASKED QUESTIONS

WHEN DO CLASSES START?

Classes begin the week of September 7th, 2019.

HOW LONG DO CLASSES RUN FOR?

Classes run from September-May. Our Year-End Recitals are typically in early June.

WILL THERE BE CLASS DURING HOLIDAYS? MARCH BREAK?

Depending on the holiday and the time of classes we will not be having classes. Please see the list below:

THANKSGIVING: No classes on Thanksgiving Sunday, Thanksgiving Monday classes are still on

HALLOWEEN: No classes

REMEMBERANCE DAY: Classes are still on

CHRISTMAS: There will be no classes from Sunday December 22, 2019- Friday January 3rd, 2020. Classes will resume Saturday January 4th, 2019.

MARCH BREAK: Classes are still on

EASTER: Good Friday- No Classes, Easter Saturday- Classes are ON, Easter Sunday and Easter Monday- NO Classes

RECITAL WEEK (Including dress rehearsals and recitals): TBD

Note: There are 2 spring competitions where the instructors will be away and we will not be having classes. These dates will be circulated as we approach the dates.

HOW DO I PURCHASE STEP IN TIME CLOTHING?

Step In Time Clothing can be ordered through your instructor for a limited time in October. Details will be released at that time.

WHEN WILL THE RECITAL DATES BE ANNOUNCED?

Recital weekend is typically the first or second weekend in June. The contracts for these dates are not signed until March; therefore, we cannot officially confirm these dates until then.

HOW DO I GET ADDED TO MY CHILD'S CLASS SPECIFIC FACEBOOK GROUP?

Each class has their own Facebook Group with a Private setting so that only members can see posts. Instructors can post communications, rehearsals, post videos (for older dancers to practice). Facebook requires you to be "Friends" with someone in the group to be added. If you do not know another parent in this group and would like to be added to it please contact your child's instructor and they will be able to connect you to these groups. These groups are a GREAT resource and are a good way to connect with your instructor and other members of the same class. Note: These groups are intended for information purposes only. Any post to be negative or rant-like will be removed immediately. Any concerns need to be addressed through the appropriate channels. First through your instructor, then through info@stepintimedance.ca.

I MISSED REGISTRATION. HOW DO I REGISTER?

Registrations are now completed electronically. You no longer have to stand in a long line waiting to complete a paper form. If you have missed the registration and would like to become enrolled in our program you can simply enroll online until September 30th. After this date you can hit the Contact Us button and request an electronic registration form. Hit reply to our registration email we send you and complete the boxes in the

form and send it back to us.

It is that easy!

Note: Dancer Fee is broken down over 9 months, however, if you are late registering, you will still be charged for the month of September as costume fees are included in this fee. Register early to ensure space in the class.

HOW MUCH IS DANCE GOING TO COST FOR THE YEAR?

To view our pricing click on Pricing Chart (above). The fees include HST and the cost of the dancers' outfit for the end-of-year recital.

I AM HAVING TROUBLE FINDING DANCE SHOES FOR MY CHILD. WHERE DO I FIND THEM?

Dance shoes can be found at Walmart, Payless, Ebay, online or second hand. We also have a bulletin board where parents can post shoes to sell that their child has outgrown. Our Facebook groups can be a great resource for parents buying and selling shoes. If you cannot find shoes right away they can participate for a few weeks without shoes; however, they should have all the required shoes by October. The only exception to this would be for the 3 year olds who aren't quite sturdy on their feet yet. At the parent's discretion, we would recommend that parents send their children in black dress shoes or sneakers if needed.

WHY ARE PARENTS NOT PERMITTED TO STAY AND WATCH CLASSES?

We have found in the past that it is very distracting to dancers to have parents in the room watching, especially for the younger dancers. We have also found that in the past, it has been much easier to establish a trust with the students when the parents are absent; therefore, we allow parents of younger dancers to stay for only the first week. After that, parents may only stay at the request of the instructor.

WHAT IF MY CHILD DOESN'T LIKE IT? WHAT IF HE/SHE WANTS TO ADD ANOTHER CLASS?

No problem! All changes must be made through the communications director at info@stepintimedance.ca. The instructors do not have access to the payment system so all changes must be made through this avenue. Payment arrangements MUST be made 2 weeks prior to a scheduled payment. If you decide to withdraw, we require you to email us at info@stepintimedance.ca to have your payments stopped. If you would like to add a class please email us as well.

NOTE: In order to withdraw from a class and stop a payment, you MUST send written notification via email to info@stepintimedance.ca with the name of the dancer, location and class time. This ensures that the communications person can pass this information along to the instructor as well as management. No refunds will be given for a dancer who simply stops coming to class. Deadline to withdraw from classes is February 2020. After this date, no refunds will be given as costumes will need to be purchased for the year-end recitals. If a dancer withdraws after the 12th of the month, the payment for that month will still come out of their account and the following payments will be stopped.

I WOULD LIKE TO SWITCH THE PAYMENT METHOD THAT I MADE. HOW DO I DO IT?

All payment changes need to be made 2 weeks prior to a scheduled payment date via info@stepintimedance.ca. Please notify us via email of the change and include in the email the new payment method, the Dancer's Name, Class, Location, Day and Time so that we can properly input into the computer. We need this information to differentiate between dancers (you wouldn't believe how many Olivia's we have) the more information you can give us the better!

MY DANCER IS INTERESTED IN BECOMING A COMPETITIVE DANCER, HOW DO THEY AUDITION?

It all starts with a conversation with your child's instructor. They can determine whether they feel that your dancer would benefit from auditioning for one of our competitive troupes. If you are unable to connect with your instructor, please contact us at info@stepintimedance.ca and we will direct you to the correct audition time. Auditions take place in the form of a technique class and dancers are placed or recommended for further training.

We will be holding open auditions for our competitive teams during the first week of dance classes.