



PROTÉGÉ DANCE PROJECT STUDIO HANDBOOK

1. Dance Season

At Protege Dance Project we are committed to providing a positive and supportive environment for dancers and their families. We are happy to provide you with this comprehensive guide that is intended to answer the most frequently asked questions. We encourage you to take time to read through the following pages and familiarize yourself with studio policies and expectations of students and parents. More detailed information is available in Protege Dance Project's Payments and Policies document at the end of this handbook. We thank you for being a part of PDP. If we can help in anyway, please don't hesitate to contact us at anytime. protégé

2. Contact Us

Address: 110-2750 Quadra St, Victoria, BC, V8T 4E8

Email: info@protegedanceproject.com (All Boston Dance emails will also remain throughout the transition)

Phone: 250-658-1818

Website: www.protegedanceproject.com

Office hours

Tues/Wed/Thurs 3-7

Fri 3-6

Sat 10-2

Closed Sunday and Monday

3. Dance Season

The Protege season runs Sept thru the end of May each year. Registration for each dance season begins mid June. Our year end show which all dancers participate in will take place on the below mentioned dates. Please reserve these dates to avoid any conflicts.

Dress Rehearsals - May 25th and 26th

Year End Show - May 27th 1PM and 6:30PM



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4. Programs

Protege offers a number of different programs. These include our general program, performance, intensive training program and twinkle stars program. Please note if your dancer has enrolled in either a performance and or ITP class, they will be competing in competitions. These dates will be sent to you as soon as they are available. Dancers in our general and twinkle star program will perform in our Year End Show on May 27th 2023 at the Royal Theatre.

5. Studio Communication

Protege sends out regular newsletters and other announcements via email. Families are welcome and encouraged to reach out with any questions or concerns they may have by email, phone and/or in person. Email and phone messages are responded to as quickly as possible Tuesdays thru Saturdays during office hours. Please do read all emails and they often include important information.

Contacting Faculty:

Please do not seek teachers out between their classes with any questions or concerns. If needing to contact a specific faculty member it is requested you email the studio and your questions will be passed along to them for you.

Parent and Student Conduct

Please keep in mind that kindness and respectful communication goes a long way around the studio. We want to foster a healthy and positive environment at Protege, free of any negative or destructive behaviours that lead to unnecessary conflict or drama. If there is ever a concern or issue regarding our policies and or your dancer, please feel free to approach us respectfully (administration staff only). We will do our best to address the situation with understanding while offering our support and resolution options.

6. Registration

Registration is completed online through individual family accounts. Registration for new and returning families begins in early June each year. Exact dates are posted on the studio calendar after Spring Break. Comprehensive registration guides are available on the studio website early in June providing families with ample time to ask any necessary questions prior to enrolling their dancer.

Registration Fees:

A non-refundable annual registration fee of \$40 per dancer \$20 per sibling is due at time of enrollment.

Family Accounts

All families are required to have an online account prior to receiving preapproved classes and enrolling into class. The online portal is available through the studio's website. In addition to receiving preapproved classes and enrolling, families are able to view their dancers schedule, and family ledgers and can update pertinent family information including email addresses, emergency contact, credit card information etc.



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Class Placement

Placement is based on each dancer's age, and ability. Returning dancers will be preapproved for classes based on their instructor's recommendations. Families will be notified of preapproved classes prior to the start of registration.

Placement month:

Protege strives to ensure dancers are placed appropriately. All dancers are assessed in class throughout the month of September. This is to ensure dancers are enrolled in the appropriate levelled class. Families will be notified if a change in placement is recommended.

Waitlist Procedure

Registration is on a first come, first serve basis. Once full, a class is no longer visible online for enrollment and no one has the ability to enroll in the class regardless if appeared on a student's pre approved list. To be added to the waitlist:

- Email the office info@bostondanceco.com immediately to request your dancer be put onto the waitlist. Please ensure you include both your dancer's name and the name of the desired class.
- Dancers will be added to the waitlist in order of request determined by the date and time stamp on emails.
- We are unable to process any waitlist requests by phone.
- Once a spot becomes available, families will be contacted via email and have 24hrs to reply and confirm enrollment before the spot is offered to the next dancer on the waitlist.

7.Fees

Yearly tuition fees

Fees are based on a full dance season September through May. Tuition is then divided into 9 equal monthly installments. September's installment is due at the time of enrollment and is nonrefundable nor transferable. Monthly tuition is processed on the first of every month beginning October 1. The last installment is processed on May 1. There are no withdrawals after October 31st 2022.

NSF fee

A \$45 NSF fee will automatically be added to accounts when tuition is not received by the 10th of every month. Tuition is not prorated for partial months attendance.

Tuition Discounts

Tuition is discounted on a sliding scale providing dancers taking multiple classes a break in fees. A family discount is provided to immediate family members who reside at the same address. (The discount is applied to the dancer with the lesser amount of hours).



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Media fee

\$30/dancer charged March 15th, 2023. Families are provided with access to photos from our Year End Show as well as images to download/print for their own personal use. In addition, families receive a link to a video recording of the Year End Showcases.

Withdrawal Fees

\$25 per class per withdrawal

8. Attendance

Attendance and Participation

Attendance and participation in class is essential for individual dancers to progress in class. It is also essential for the growth and progress of the class as a whole. There are no refunds or prorated fees for missed classes. When a dancer does need to be absent from class please notify the office by email or phone.

Dancer Illness

Dancers are to remain home if they have a fever, a cold, frequent cough and/or frequent sneezing, are vomiting, or are contagious with any communicable disease including but not limited to covid, measles, pink eye, chicken pox, lice etc.. Should Covid-19 affect us in the 2022-2023 dance season, please be aware we will again be following the same protocols as Victoria School districts.

Inclement Weather

Classes may be cancelled due to inclement weather. If this should happen an announcement will be posted to the studio website by 3pm. Families will also be notified by email of the studio's closure.

9. Student Behaviour/Class Expectations

Dancers are expected to come to class on time prepared to fully participate and be respectful in class. If there happens to be any repeated behavioural concerns, families will be notified by Administration.

General Behaviour Expectations:

To help keep PDP an enjoyable place to dance, it is expected that all members of the PDP community be polite and respectful. The use of foul language or negative behavior is not permitted nor tolerated. We reserved the right to withdraw, or remove anyone from studio related activities if they use foul language, exhibit behaviours that are interpreted as rude, obscene, unsafe, negative or confrontational and or continuously disregard directions from faculty and staff.



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Good Neighbour Policy:

Protege neighbours a number of businesses including Dance Victoria. We respectfully request all dancers and families to be mindful of noise levels in and around the lobby areas at all times.

10. Withdrawals

General Program

September fees and registration fees are non refundable. Requests to withdraw from any or all classes must be made in writing and received by the office no later than October 31. In fairness to all dancers and families this is a firm date. As of November 1, it is expected dancers will remain enrolled for the remainder of the dance season. If a dancer requests to be withdrawn after October 31, they may still do so; however, the remaining season's tuition will immediately become due in full. Administrative fees will also be applied. A \$25 withdrawal fee will apply.

Performance and ITP program

September fees and registration fees are non refundable. Requests to withdraw from any or all classes must be made in writing and received by the office no later than October 31. In fairness to all dancers and families this is a firm date. As of November 1, it is expected dancers will remain enrolled for the remainder of the dance season. If a dancer requests to be withdrawn after October 31, they may still do so; however, the remaining season's tuition will become due in full. Both our performance and ITP programs require high level of commitment. Please ensure that when you sign your dancer up for a performance or ITP program that you understand the commitment involved. If you feel your dancer will have conflicts and be unable to fully commit, we recommend exploring our general program classes to better suit your schedule. A \$25 withdrawal fee will apply.

Performance Penalty

Any dancer that withdrawals from class during the months of March-May, will be charged a performance penalty of \$100. When a dancer withdraws so close to competition and or the year end show, the remaining dancers are impacted by having to re-space and learn new choreography in a short period of time. This penalty is in place to deter dancers from withdrawing and therefore not affecting the instructor and class as a whole.

11. Costumes

Prepayments:

Students will be sized for costumes early November. All measurements will be adjusted to account for growth. All costume fee's will be charged November 15th and delivered in February to all dancers pending stock availability. Pre-payments are used for the eventual purchase of costumes on behalf of students performing in Festivals, Competitions and the Year End Showcase(s). Students keep their costumes. In general costumes range from \$95 - \$130. The costume fee is \$95 per piece (adult, exam and technique classes are exempt). Costume pre-payments are non refundable or transferable as of November 1.



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12. Dance Attire

Dance attire is created to keep your dancer safe, prevent injuries and ensure that they receive the best dance instruction possible. Dance attire is emailed to all families prior to the start of the dance season and is also available on the studio's website. Dancers have until October 1 to attain the required attire for their classes.

Ellswear is our recommended dance supply store. They have our required dance attire in store and are ready and able to assist as needed. Ellswear is located at 3180 Harriet Road.

13. Year End Showcase

All dancers take part in celebratory dance showcases at the end of the dance season. The showcases are a ticketed event and ticket information will be available closer to the end of season. Dancers taking more than one class per week may be scheduled to be in more than one showcase. Each showcase will have it's own mandatory dress rehearsal. Dancers must attend the rehearsal in order to perform in the showcases. Dress rehearsal and showcase dates are announced at the beginning of the season. Families are requested to keep these dates available for their dancer(s).

14. Miscellaneous

Drop off/pick ups

Protege is not responsible for dancers before or after classes. We respectfully request dancers arrive on time for class to avoid missing their warm up and to minimize class disruption. As dancers are not supervised after class it is requested dancers be picked up promptly after their last class. We recognize we all run late at some point in time. If this does happen, your dancer is welcome to remain in the studio until your arrival. You are also welcome to call 250-658-1818 to advise that you will be late and we will happily notify your dancer.

Lost and Found

There is a lost and found cupboard located in the hallway beside the entrance to the Milne studio. If missing any items please feel welcome to look in the closet. We do recommend dancers have their names written on their belongings such as shoes and water bottles. This helps us to locate the owners of items that have been turned in.

Observing Class

Parents are welcome to observe class during the designated watching week in December. Classes are closed to viewing at all other times to alleviate distraction and allow dancers to focus on their training.

Dancer Hygiene

We respectfully request dancers follow general dance hygiene. This includes but is not limited to the following: wear clean dance wear to class, hair should be clean and pulled back away from a dancer's face, hands and feet should be washed before and after dance classes, and deodorant should be considered for any student if/as needed.



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22/23 REGISTRATION - RETURNING FAMILY

OPENS - 10AM - **SATURDAY. JUNE. 04**

FOR RETURNING DANCERS IN PRE APPROVED CLASSES

- Preapproved classes were emailed to families on June 1
 - Preapproved classes become visible on your Family Account as of 10AM JUNE 04
 - After 10am, a preapproved class will not be visible only if the class has become full
 - If a class on your dancer's pre-approved list becomes full during registration, please email the studio as soon as possible (info@bostondanceco.com) and request to be put on the waitlist
 - Waitlist requests are processed in the order they are received by email only
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New Additional Family Members - (siblings of currently enrolled dancers)

- siblings are considered members of returning families and may enroll into classes as of 10am on June 4.
 - please email the studio to receive class preapprovals for siblings
 - a sibling must be added to the family account before preapprovals can be issued
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SCHEDULE ADJUSTMENTS (adding of classes, additional class, or switches)

- please email the office (info@bostondanceco.com) if you would like class preapprovals for other disciplines not listed on your dancers current pre approval list
 - Requests will be responded to in the order they are received
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STEP BY STEP HOW TO REGISTER ONLINE

1. Login to your family account via the family portal [CLICK HERE](#) to access the portal
2. Sign the student waiver (this can be done in advance of June 04)
3. Click on the 3 lines in the top upper left corner of your screen
4. Click on enroll in my pre approved classes
5. Click on the white box in the ENROLL column for each class you wish to select
6. Click on the green ENROLL button
7. Review your enroll confirmation and click on CHECKOUT
8. Review your cart and click next
9. Select your payment method and complete check out



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IMPORTANT REMINDERS:

- Registration is on a first come first served basis. We cannot guarantee enrollment.
- Register early to avoid disappointment
- Please ensure to read all policy, waivers prior to registering. This can be done prior to June 04 Having the waiver signed in advance will speed up the online registration process
- Registration fees and first month's tuition fees are due at the time of registration.
- When enrolling in classes be sure to click the white box. DO NOT click the X as this will delete your pre approved classes. If you do this you will need to email the studio to have your pre approved classes re issued.
- Payment receipt confirms registration is complete

NEED HELP JUNE 04?

Admin will be available between 10- 2 phone (250-658-1818) on Saturday June 04