

## **Frequently Asked Questions and Drop Off Procedures**

Hello Dance Families,

All of us at Pure Energy Dance co. want to make sure you feel ready and comfortable heading into our dance season. I am including information to our most frequently asked questions. I am happy to answer any additional questions you may have, so please feel free to email us at our new email [office@pureenergy.ca](mailto:office@pureenergy.ca) or call Karrie-Ann @ 306 290-5152.

### **Communications**

We use email to communicate important information throughout the year. Please make sure you add our domain pureenergy.ca, our new email address, [office@pureenergy.ca](mailto:office@pureenergy.ca), old email address [pureenergy@sasktel.net](mailto:pureenergy@sasktel.net), and our studio software email [no-reply@thestudiodirector.biz](mailto:no-reply@thestudiodirector.biz) to your safe senders list on your email account. This will ensure you are receiving all our emails.

### **Use of masks**

We are a mask friendly dance studio. You are welcome to wear a mask, though it is not required.

### **What's the difference between Non-Competitive Classes and Competitive Classes?**

**Non-Competitive Classes** run from September to May and students participate in our year end recital at TCU Place in June. Students in non-competitive classes learn a dance to perform at the recital, but do not compete at dance competitions. Students will wear a dance costume for the recital, therefore there is a costume fee associated with the class.

**Competitive Classes** run from September to May and students participate in our year end recital at TCU Place in June. Students also participate in 3 dance competitions per year between the months of March-May. One competition typically takes place in or close to Saskatoon, and other competitions are in Saskatchewan and Alberta. Competitive classes start at the age of 7.

### **When Do Classes Begin?**

Classes begin the week starting Tuesday, Sept 3<sup>rd</sup>.

### **How Can I View Which Classes I Have Registered For?**

After logging onto your account, click on the 3 horizontal bars on the top left and select "View all classes".

### **How Can I Switch Classes or Cancel a Class?**

If you need to cancel a class or if you accidentally registered in a wrong class, please send an email to [office@pureenergy.ca](mailto:office@pureenergy.ca) and we can delete and switch classes for you.

### **How Do I Pay?**

**ALL PAYMENTS MUST BE MADE ON THE 1<sup>ST</sup> OF EVERY MONTH (Sept. fee is due on first class).**

Login to your dance account by using your email and password you created when registering.

Select Edit Payment Info On-file

Enter your Credit Card or Visa Debit Card.

### **Autopay/Recurring Payment Plan:**

If you want your payments to be automatically processed the first of each month, select the box that reads “Yes, sign me up for autopay”. Then, select “Next”. (note: September’s autopay will be processed on Sept 9<sup>th</sup>)

### **To process your own payments online on the first of every month:**

Select “Pay Now” and enter the amount you would like to pay. Select “Next”. Check the box to acknowledge the agreement. Select “Accept”.

### **Alternative Payment Plans:**

We can process a credit card or visa debit payment over the phone if you prefer. Please email [office@pureenergy.ca](mailto:office@pureenergy.ca) with a phone number to reach you at and we will call you and process the payment.

If you need to pay at the office, please come to the studio during our office hours.

**Office Hours (Sept-May): Monday to Friday 5:00-9:00 pm, Saturday 10:30 am-2:30 pm**

### **How Can I View My Account to See What Is Owing and What Has Been Paid?**

Login to your dance account by using your email and password you created when registering.

Select “View Financial History”

### **What Does My Child Need to Wear for Dance Class?**

The list of our dress requirements for class can be found on our website under the “What to wear for Class” tab. This is the link: <http://pureenergy.ca/look-the-part/>

### **How Do I Make a Ballet Bun?**

If this is the first time learning how to do a bun, please do not worry if it is not perfect! You will get better at it with practice. The bun should be placed at the crown of the head (where the top of the head and the back of the head meet). It is your choice if you would like to use an accessory such as a bun maker (doughnut) or not. Please make sure the student has a couple hair elastics and straight pins (hair pins) in their dance bag in case we need to help with a bun.

There are many tutorials on YouTube. For your convenience, I have selected some for you to view.

This tutorial is great for students with long hair: <https://www.youtube.com/watch?v=3yG7Hcozrf8>

These tutorials are great for students with short hair: <https://www.youtube.com/watch?v=vcsT7Ax9IIE>

<https://www.youtube.com/watch?v=F8mAv>

This is a tutorial using a bun maker: <https://www.youtube.com/watch?v=882m4QKu0sg>

### **What to Expect When You Arrive at The Studio:**

**Parking** – Parking is available any where on the lots in front of our building and behind our building, except for where there are “No Parking” signs posted. Please do not use parking stall #16. You will be ticketed. The parking lot is busy so please watch for pedestrians and traffic entering/exiting the Tim Horton’s drive thru.

Outdoor shoes: We have shoes racks outside our front lobby entrance that can be used for outdoor shoes, however, if possible, students should place their shoes in a plastic bag (please supply your own) and put them in their dance bag or place them under the benches inside the studio. This is to avoid any congestion at the shoe racks. Please DO NOT wear expensive footwear to the studio – shoes sometimes go missing. Please label your shoes in case they get mixed up with others.

### **Drop Off Procedures:**

#### **For families of 1.5 - 4-year-old dancers:**

A Parent/Guardian will bring their child up the stairs and enter our lobby area where a teacher or studio associate will come greet you and your child and take him/her to class.

If you are in the Creative Movement class for 1.5 - 2-year-olds, one parent/guardian will participate in the class with their child.

We allow parents/guardians of 3 – 4-year-olds to stay in our waiting area, however, you can leave during your child's class if you would like. We totally understand the need for some children to have their parents stay.

We ask that students come dressed for class with a small bag for their dance shoes, a plastic bag to put their outdoor shoes in, and a leak-free water bottle that has been filled at home. Please make sure students have gone to the bathroom before class.

#### **For families of 5 - 6-year-old dancers:**

A parent/guardian will bring their child up the stairs and enter our lobby area where a teacher or studio associate will come greet you and your child and take him/her to class. We encourage parents to drop off their children and pick them up at the front lobby area no later than 5 minutes after class. There is a waiting area if you prefer to stay.

We ask that students come dressed for class with a small bag for their dance shoes, a plastic bag to put their outdoor shoes in, and a leak-free water bottle that has been filled at home. Please make sure students have gone to the bathroom before class.

#### **For families of 7 + year old dancers:**

We encourage parents to drop off their children and pick them up at the front lobby area no later than 5 minutes after class. There is a waiting area if you prefer to stay.

We ask that students come dressed for class with a small bag for their dance shoes, a plastic bag to put their outdoor shoes in, and a leak-free water bottle that has been filled at home.

### **Follow Us on Social Media!**

We post a lot of fun content and news on social media so please be sure to follow us!

Facebook: [@pureenergydanceco](https://www.facebook.com/pureenergydanceco)

Instagram: [@purenrgdanceco](https://www.instagram.com/purenrgdanceco)

TikTok: [@purenrgdanceco](https://www.tiktok.com/@purenrgdanceco)