

CENTRE STAGE BILLING PROCEDURES

Here are some helpful tips with regard to our statements and billing procedures:

1. TRANSACTION CODES - We use transaction codes to organize anything monetary (Goods, Costume, Tuition, Registration Fee, etc). Everything is also labeled in the description. We'll be as detailed as possible on your transaction history so you're never left wondering what the total due is for.

PLEASE DO NOT CONTACT US ASKING WHAT THE AMOUNT DUE IS FOR.

2. PAYMENT OPTIONS - There are several options for payment:

1. Online on our software (cc processing fee applies and they are steep)
2. Check or cash at the studio. There is a payment box right inside the door on your left side once you enter. **IF YOU PAY BY CASH, PLEASE WRITE YOUR CHILD'S NAME AND WHAT THE AMOUNT IS FOR ON THE ENVELOPE** (envelopes provided above the payment box).
3. Venmo: Shannon-Owens-55

NO NEED TO CONTACT ME TO LET ME KNOW YOU'VE MADE A VENMO PAYMENT; I RECEIVE A TEXT NOTIFYING ME OF YOUR VENMO PAYMENT

4. The only option we don't offer is credit card payment at the studio (you can access our website by phone anyway). **YOU CAN RECORD YOUR CREDIT CARD ON OUR SOFTWARE (THE SOFTWARE CALLS IT AUTOPAY), BUT WE WILL NEVER CHARGE YOUR CARD WITHOUT YOUR PERMISSION AND WE WILL NOT USE THAT FOR TUITION. IT IS USEFUL IN THE INSTANCE THAT YOU WANT TO BUY SOMETHING FROM THE OFFICE.**
5. My suggestion for semester tuition payers is make a manual payment to avoid those cc processing fees.

3. LATE FEE - We only will assess late fees on tuition, not goods or fees. The late fee is slated for 10 days after due date. Ex. The statement due date is Sept 6th, so on the 16th, a \$10 late fee will assess automatically if the tuition is not marked paid. This allows time for Tuesday-Thursday kids to get their tuition paid at the studio. If you make a payment on the day before a late fee falls and I don't process the payment in time (I typically process manual payments the day after class), I just reverse the fee the next day when I process the payment.

4. BILLING TIMELINE-

- September - 1st Quarter Tuition
- October 1st-15th - **RECITAL COSTUME FEES**
- November - 2nd Quarter Tuition
- January - 3rd Quarter and Semester Tuition
- March - 4th Quarter Tuition
- April and May - I will send out statements only to those that order optional recital items (DVD, charm bracelet, etc) or goods sold.

ALL Fees throughout the season (registration, costumes, competition related) are NON-REFUNDABLE. Tuition is TRANSFERRABLE, not refundable. Please be advised of that when choosing your tuition plan. Considerations on tuition refunds or discounts will be at the director's decision and on a case by case basis.

CENTRE STAGE COMMUNICATION METHODS

OFFICE HOURS ARE M-F 8-2PM. AFTER HOURS PLEASE EMAIL, AS WE CAN MARK AN EMAIL UNREAD AND GET TO YOUR REQUEST FASTER ONCE OFFICE HOURS ARE OPEN AGAIN.

1. **Website** - this site is a very useful tool for general info on the studio. Keep it on your bookmarks! centrestagestudio5678.com
2. **Facebook (Centre Stage)** - Like our business page called Centre Stage. "Check in" when you can and you are welcome to post pictures of your own kids there (probably should get permission to post pictures of others first!) [CENTRE STAGE BUSINESS FACEBOOK PAGE](#)
3. **Facebook (Centre Stage Family)** - This is a closed group page that contains only parents/guardians and older students. I typically use this page for announcements, events, and general communication. Posting pictures should probably be reserved for our business page if you want to tag us. **Make sure to set your notifications to ALL POSTS to ensure that you stay updated.** [CENTRE STAGE FAMILY FACEBOOK GROUP](#)
4. **Facebook (CS Dancewear and Shoe Resale):** parents of current students can buy or sell gently used shoes and dancewear on this closed group page. Same rules apply as other rummage sale pages, and meeting place is the studio office. Cash only. [CS DANCEWEAR AND SHOE RESALE FACEBOOK GROUP](#)
5. **Email (centrestage5678@gmail.com)** - make sure to keep your email address updated with the studio, because we send out mass emails frequently with attachments with important info!
6. **Text (Remind)** - This is a **free** texting service that we use to inform parents of class cancellations and other short announcements. To receive these messages, **text @centrestag to 81010**. It's that easy!
7. **Dance Studio Pro** -Use this link to our online studio program: [STUDIO SOFTWARE](#)
8. **Band:** You can find your class choreography here, organized in albums labeled with your class name. You can download the video and practice at home easily. To join, download the free app and with the link enter your child's name. [CENTRE STAGE FAMILY BAND](#)

Please know that if you contact us on the weekend via any method, your request will NOT get addressed until Monday morning 8am. EMAIL IS PREFERRED.

NAVIGATING OUR SOFTWARE

Here is a description of what you can find/do with each icon once you login to your account on our software:

Bulletin Board - I don't use this one

Register for Classes - you already figured that one out; that works for regular season and summer camps

Manage Students - this will show you the classes you're enrolled in, and you can edit your demographic info, see the class description which will tell you what shoes and clothes to wear, and you can upload a picture of your kid for fun (not necessary but cute)

Make Online Payment - should be self-explanatory. Manual payments are also accepted (cash/check) at the studio (there is a payment box right inside the door). Keep in mind there is a cc processing fee, so if you want to avoid that we suggest making a manual payment or contact me directly for arrangements.

Enroll in Auto-Pay - I DO NOT USE THE AUTOPAY FUNCTION. It is a hassle on my end and does not in fact save me time. Unlike the name implies, it is not automatic and generally stinks. You can save your card info on it, but don't expect me to charge your card for anything automatically. It may be helpful at open house because I don't have wifi at the studio but I can get into your account on my phone and charge that card easily for any shoes you buy 😊

Shared Files - this is a great resource - I will use it more this season to post your recital songs so you can download them, as well as documents that you need so we can generally be paperless. All necessary documents will also be emailed to you and posted to the Files section on this group.

Waivers - I believe I required our general liability waiver to be signed on our software to register for classes, so no more papers to sign! You can find that liability waiver on this link.

Account Settings - you can change your **parent info** here, add a contact in the event another guardian needs to know info or pay for class to receive statements. Click on **Family Contacts** to do that. You can change your password, view your transaction history, lots of things!

Calendar - I've not used this in the past, but if it's helpful to you I will start! I generally post an entire year calendar on this page and email it to you. Also our Important Dates for the season are under the Shared Files section. You should never have to ask me anything date related 😊

Costumes - once I've picked out the class' costume, a picture of it will be located in this tab. One of my favorite parts of the job 🥰

CENTRE STAGE CLASSROOM PROCEDURES

HERE'S WHAT I NEED FROM YOU -

1. **Make them use the restroom before class.** Arrive early enough to let your kiddo use the bathroom if needed. The biggest distraction we encounter with dancers is needing to potty right after class starts. I ALWAYS will let them out to use the bathroom to avoid an accident in class (and trust me this happens without fail every year anyway). One of my housekeeping items the first class is to train them on asking to go to the bathroom. I DO NOT BRING THIS UP because that's a signal for all of them to go. Every time that door is opened during class it's a distraction, and we have such little time together that our goal is to maximize the fun and eliminate as many distractions as possible.

2. **Bring them prepared -**
 1. Fed
 2. Dressed in DANCEWEAR
 3. DANCE BAG WITH SHOES
 4. HAIR IN PONYTAIL
 5. LABELED WATER BOTTLE FOR 45 MIN OR LONGER CLASSES, etc.

If they aren't in the right frame of mind to participate, 90% of the reason is they are tired or hungry, or they may have had a bad day before coming to see Miss Shannon. **ROUTINE AND CONSISTENT SCHEDULE IS PARAMOUNT TO SUCCESS.**

3. **Be encouraging** - My motto is "Never discourage, only encourage". I could use your help on this too. Talking to your kids about how you expect them to behave and how proud of them you are when they try their best will reinforce what I'm teaching them.

STUDIO RULES

1. **No running** - that goes for waiting room and class room. PLEASE HELP ME OUT WITH THIS, AS I DON'T WANT TO TELL YOUR CHILD TO STOP RUNNING IN YOUR PRESENCE.
2. **Be nice to your friends** - everyone in the studio is our friend (big or little), including Miss Shannon and her helpers. This covers everything you could possibly think of (hitting, pinching, name calling, biting, pulling hair, etc) that our precious kids will probably never do, but it doesn't hurt to reinforce kindness!
3. **No shouting/screaming** - sometimes we do wild and crazy songs, and I tell them that shouting or screaming when they think it's fun can scare their friends
4. **Ask to use the restroom**
5. **We will let them get a drink at shoe changing time**

I try to keep the rule list short and all-encompassing for my younger dancers. The only reason they may not get a sticker at the end of class if they've broken a rule 3 times in class (not each one once, but the same rule three times, meaning I've corrected them and they still continue the behavior). They do not like being left out of that sticker, and I can count on one hand the times I've denied a sticker over the last 8 years, so that's a pretty good track record for my dancers!

SUGGESTIONS FOR THOSE STICKERS - Get a little notebook for them to put their sticker in at the end of class, throw it in the dance bag. They'll last longer and they can actually see the fruits of their good behavior tally up that way!

LABEL YOUR SHOES - preferably with a fine line sharpie, ballet and jazz on the inside of the shoe and tap on the bottom sole (black won't show up on stage but can be seen up close. This will prevent any shoe mix-ups when they change shoes in class.

BRING A LABELED WATER BOTTLE - We have a water shelf in our dance rooms and we let them get a drink when they change their shoes. We will toss any store bought water bottles away, but we'll never discard personal refillable ones away. **WATER ONLY JUST IN CASE OF SPILLS.**

NO JEWELRY/TOYS/STUFFED ANIMALS - all of these create distractions that keep the dancers from learning in class. We also don't want them to lose anything they bring, so it's best to leave that stuff at home. (The older they get, the more this is a non-issue obviously)

Our goal is to make the best dance experience not only for your dancer, but for you too! You'll be a veteran dance parent before you know it!!

TWINKLES

The Twinkles are my babies, our youngest kiddos going from 2-last year of preschool. They are precious, adorable and my absolute joy to teach!!

WHAT TO EXPECT THIS YEAR:

FIRST CLASS - **Separation anxiety!** From their standpoint at just 2 or 3 feet tall, every new situation can be scary (everyone around them is bigger than me and mom just left me in this room with a bunch of strangers). We employ many tactics to ease that transition if your child experiences this. Our first class I'll meet you in the waiting room (actually, every class I'll do this) to take attendance and welcome them to class, then we'll all walk in (sometimes silly) to our dance class and find our magic carpet. If your child can't do this without you, we're taking you with us for a little tour of the room, then we're going to take mom back to her seat in the waiting room to say goodbye. They need to understand that you'll be right there waiting for them when they are done and that you'll be watching them on the tv the whole time. I do a lot of coaching with them on this. If they still have separation anxiety after this, plan on attending class until they are ready to leave the nest moms. Just wear leggings and socks and join in the fun. It's WAY easier than forcing them to leave the nest before they are ready, and is WAY less of a distraction to my other students who can take class independently. Ultimately, we want to make sure you get your money's worth of class, so this is the best way to do that. Before you know it, they won't want you in there, so just enjoy that time! My kids who can take class independently do not mind. We do ask that the Twinkles with a caregiver in class stand on the back row just because their caregiver is taller than their friends and all the littles need to see me :)

NORMAL CLASS ROUTINE - **We alternate shoes each week (first week ballet, second week tap, etc).** There will be a shoe schedule on the wall for reference; bring both shoes in your dance bag along with a **pair of socks** in case they refuse tights. After finding their magic carpet and sitting down (these boxes we call magic carpets are genius in keeping them from touching each other), we always start class with a hello song, followed by a technique song or two. After that we typically do a prop song (I use that as a bribery tool to be well behaved for the first three songs). Following the prop song we will shake our sillies out with a fun song or two. Each song I use will help them learn different things through that fun (colors, numbers, concepts like fast/slow, high/low, etc). After that if we have time, we start teaching them how to go across the floor with various steps and take turns doing so. The more behaved we are the more we can do in class, and they will be taught this. At the end of class, we typically end with a choo-choo train song or another song that helps them understand class is over, then we gather for hand sanitizer, praise and stickers (we teach please and thank you here too). We will work up to this routine; sometimes it takes a few weeks to get here with the little ones, but they learn pretty quickly that I play more songs the better they behave and the less distractions we have.

GETTING ON STAGE - If they can't take class without you, there's a decent chance they won't be able to get on stage without you. We HAVE seen miracles happen before though, and we have strategies to help those miracles happen! Just want to help you manage your expectations!

WE HAVE A STRICT RULE OF NO TWINKLE MOMS BACKSTAGE because of this. IF YOU COME BACKSTAGE, THERE IS A 99% CHANCE THEY WON'T LEAVE YOU TO GO ON STAGE.

WE ALSO HAVE A STRICT RULE THAT IF THE CHILD IS CRYING, WE DON'T LET THEM ON STAGE. This isn't to punish them or you, but rather to prevent traumatizing them. It's the equivalent of pushing them into a pool when they can't swim. We'll try our best to get them out there, but we'll need your help beforehand by talking to them about what to expect. We have a teacher on staff who was too shy to get on stage at her first recital, so just think of the possibilities that could happen!