



FREQUENTLY ASKED QUESTIONS – FAQs 2024-2025 Dance Year

What is the right FadaDance class for my child or me?

Class descriptions can be found on the website: <https://www.fadadance.ca/class-descriptions>

FadaDance classes are organized by age. For our young dancers, the class for your child is based on the age your child will be at the end of October of the current dance year. Some examples are:

- A student who is 4 at the start of the dance year would register in Dance 4.
- A student who is turning 5 in October of the dance year would register in Dance 5.
- A student who is turning 5 in November of the dance year would register in Dance 4.

This continues until Dance 7, 7B. Please note that some of the classes have a “B” in the name. This just indicates that it is the second class for that age group.

Class 2024-2025	Age
Wee Folk 2-3	(2-3)
Wee Folk 3-4	(3-4)
Golden Wee Folk	(2-4)
Dance 4	4
Dance 5	5
Dance 6 & Dance 6B	6
Dance 7 & Dance 7B	7

WEE FOLK CLASS OPTIONS:

This year we will continue to offer sessional classes called ‘Wee Folk.’ These are NOT full year classes like all other FadaDance classes. Each class session is approximately six weeks, one session is usually offered in fall/winter and one in winter/spring. Please see the FadaDance registration website for more details and session dates.

Wee Folk 2-3 – this class is for 2 & 3-year-olds and their parents to participate together and is for students not quite ready to dance independently. Student will be accompanied by a parent.

Wee Folk 3-4 – this class is for 3 & 4-year-olds who are ready to dance independently. No parent accompaniment.

Golden Wee Folk – this class is for 2 to 4-year-olds and an older grandparent or other special older person to participate together.

For those students older than 7, the class names change to Contemporary Dance, levels 1-10. The ages for these classes are as follows:

<u>Class 2024-2025</u>	<u>Age</u>	<u>Class 2024-2025</u>	<u>Age</u>
Contemporary 1	8	Contemporary 5 & 5B	(11-12)
Contemporary 2 & 2B	9	Contemporary 7 & 7B	(12-14)
Contemporary 3	10	Contemporary 8-9	(15-16)
Contemporary 3-4	(10-11)	Contemporary 10	(17-18)

Technique Classes:

There are also Technique classes that students take in combination with the classes listed above:

- For ages 8-10 tech is strongly advised and completely encouraged.
- For ages 11 and older tech is **mandatory** in addition to a dancers' contemporary class (unless you have permission from the teacher or AD of school).

Current students are informed of their level of Technique class to take. For new students, please contact Misty at misty@fadadance.ca or Heather heather@fadadance.ca to discuss what level of Technique class is appropriate for you or your child.

ADULT CONTEMPORARY DANCE

FadaDance offers a wide-range of Adult Dance classes, from beginner to advanced levels. Please visit our website to see full descriptions of our Adult dance classes. Please contact Misty at misty@fadadance.ca or Heather at heather@fadadance.ca to determine what Adult class is right for you.

What is the FadaDance attendance policy?

Each FadaDance class is meant to challenge our dancers, young and old. We are dedicated to developing the individual dancer, as well as each group of dancers, by providing classes that are engaging and fun. We stress that FadaDancers attend class on a weekly basis to get the most out of the experience.

Attendance becomes crucial as the dance season progresses and preparations begin for the year-end shows. Students are part of the process of dance making only when they attend class. We work as groups to achieve dance ideas, so when dancers are missing, group choreography becomes difficult. If a student is not planning to dance in the year-end performances, notice must be given by March 15th and the student will be asked to stop attending class.

In addition, in the weeks leading up to performances, attendance is incredibly important. Students need this time to practice and become comfortable and confident with the dance and performing with others in front of an audience. If a dancer misses 3 or more classes within the 8 weeks leading into a performance, they will likely not be able to perform in the work or, at minimum, will not be in the full work. This applies to all performances – including community performances, year-end performances, and the all-ages parties. Attendance at dress rehearsals is absolutely mandatory, students who are unable to attend the dress rehearsal will not be in any performance.

If you or your dancer will be absent from class, please communicate this with the class instructor as soon as possible. This helps the instructor plan for the absences and possibly develop ways to support the students' learning while they are away.

Understandably, unexpected circumstances affect our lives, and it may be necessary to miss a class. Should this occur, we ask that you please contact your instructor prior to the class. This will help our instructors prepare for the absence and reduce our concern over why students are away. Should a student miss two or more unexplained classes a phone call or email may be made by the instructor or FadaDance management to determine the reason for the missed classes.

However, FadaDance will also now have a stricter policy regarding attending class when ill. We ask that, for everyone's health and safety, if a student is sick – even with mild symptoms, they do not attend class. If a student arrives to class and has illness symptoms, they will be asked to go home.

Online Attendance Option:

FadaDance will no longer offer an online attendance option. However, it is possible that we may have to reimplement this option in the future. If this was reimplemented, students may indirectly appear on the video feed. Therefore, we are continuing the following policy:

When you register for a class, you are acknowledging and consenting to your image or your child's image appearing on the video feeds.

Where can I view the Class Schedule?

The 2024-2025 FadaDance Class Schedule can be found on-line at <https://www.fadadance.ca/class-schedules>

Please note that there are two FadaDance Studios, named "Studio A" and "Studio B" and each of these studios has its own schedule. The Studios are located next door to each other.

What do I wear to a FadaDance class?

What to wear to class? We are pretty easy going here. Dancers should wear comfortable, stretchy, flexible clothing that is easy to dance in. This includes: yoga pants, leggings, tank tops, body suits, leggings with dance skirts, and t-shirts. The winter can be cool so please come dressed in layers.

Please NO JEANS, PANTS THAT ARE TOO LONG, or SOCKS / TIGHTS WITH FEET.

Also, although it is a bit icky, we recognize that sometimes students can get warts. We greatly appreciate that you or your children wear socks or slippers if this affects you. However, the socks absolutely need to have stickies on the bottom. A ballet slipper or jazz shoe is also a possibility until you are able to successfully treat or remove them.

What fees do I pay as a FadaDance Student?

Each student will pay class fees and a costume fee. For classes that are expected to perform at either the Adult Party or the All-Ages Party, fees are collected for two costumes. For more information on fees, please see the registration page of the FadaDance website or contact brad@fadadance.ca. Some classes are planned to perform at either the Adult Party or the All-Ages Party that occurs each year. If a class is going to perform at a party, then an additional costume fee will be applied.

Costumes are developed together by the instructors and students as part of the creative process. If a costume, developed by the students and instructors, costs more or less than the costume fee amount paid by students then the difference will become due or a refund provided at that time.

What opportunities are there for me to see my child dance?

We will have two open house weeks:

December 2-7, 2024

March 3-8, 2025

We invite parents to the studios during these weeks to see what we are up to in class. We will also have a final year-end performance. For this dance year, the year-end performances are as follows:

- Wee Folk classes will NOT be in the year end shows. Instead, these classes culminate in a dance share on Saturday, April 26, 2025 where young dancers and parents will take part in a collaborative dance experience and dancers may share some of what they have learned with a small audience. **Please note that this is NOT a performance in the traditional sense.**
- For our younger dancers, they will have their own year-end dance performance on Saturday, May 10, 2025. The following classes will be performing in this show:

Dance 4, 5, 6, 6B, 7, 7B
Contemporary 1, 2, 2B
Kids Tech 1& 2

- For the other dancers, there will be two year-end dance performances: Monday, June 16 and Tuesday, June 17, 2025. There are two year-end dance performances to ensure that all who wish to attend have an opportunity and for dancers to have a more extended performance experience. The following classes will be performing in these shows:

Contemporary 3, 3-4, 5, 5B, 7, 7B, 8-9, 10
Kids Tech 3, 4
Youth Tech 1, 1B, 3, 3B, 4-5, 6
Young Adult, Beginner Contemporary, Adult Uno, Advanced Contemporary, Blank Lab, Intermediate Kathak

We encourage parents and their families to come to these events to observe their dancer's progress.

What is the FadaDance class cancellation and refund policy?

FadaDance classes have yearly, not drop-in, enrollment. The Dance Year starts in September and ends in June. If you wish to discontinue a class at any point throughout the year you must give FadaDance four (4) weeks written notice (email Brad at brad@fadadance.ca). You will receive a refund for the amount remaining following the cancellation period minus a \$75.00 administration fee. FadaDance will not give refunds without proper notification. Once the costumes have been developed, the costume fee is non-refundable even in the event of a student having to quit the class. ****NEW THIS YEAR**** After January 31 of the dance year, no refunds of any kind will be provided.

In the event of an unforeseeable event or circumstance that causes in-studio classes to cease, and that is beyond the control of and without the fault or negligence of FadaDance, FadaDance will do its best to provide alternative programming, in lieu of refunds, until regular programming can resume. In the event of a customer's financial hardship, FadaDance will sympathetically review things on a case-by-case basis, but we cannot guarantee that refunds will be provided.

How do I register for FadaDance classes?

Returning students are given an opportunity to pre-register each year prior to the opening of registration to the public. Students and Parents are contacted each year near the end of the dance year and provided instructions for pre-registration. For new students, registration usually begins around mid-June. Once registration is open you can access the web-based registration system through the FadaDance website.

THE REGISTRATION PROCESS:

To register you will:

- Need to have Internet Access
- Need to have a valid credit card
- Review the FadaDance FAQ's – *You are doing this right now so THANKS!* The time you spend reading them now may save you from making errors or missing important information.
- Once you are ready to register, go the registration page of the FadaDance website: <https://www.fadadance.ca/registration>. Click the "Register for a class" link to go to the online registration portal. You are highly encouraged to use a computer to register, this offers the easiest and most effective way to navigate the process. Other devices may be used, but we cannot guarantee that all software will be supported seamlessly.
- New customers will create a new login username and password, existing customers will login with your existing username and password (there is a "forgot password" link you can click if you have forgotten it).

PLEASE NOTE: FadaDance cannot link two accounts created by the same customer and existing customers will not be able to pre-register for classes if they create a new account.

- On rare occasions, when pre-registering for classes, the website does not recognize a current customer as a "Current Student". If this happens, you will be not be able to pre-register until we manually set your account to "Current". Please contact Brad or Misty at the emails provided in these FAQ's if you believe that this has occurred.
- On the left menu, select "Available Classes" or "Register for a Class" to begin the registration process. Depending on the device you are using, you may have to scroll down to view all menu options.

- Follow the registration process and enter your contact and student information as required. This information will be used to contact you **so please be sure to enter all the contact information you wish FadaDance to use.**
- During the registration process you will select a class, fill out student details, choose payment option, and add to the shopping cart, then repeat for another class or checkout. To assist, we have created a document, available on our website that explains the registration process step-by-step: <https://www.fadadance.ca/s/Registration-Process-Detail-2024-v1-27n4.pdf>.
- FadaDance uses a payment processing system called Stripe. You will not be required to leave the FadaDance website to pay. The Stripe payment window will open and you will be prompted to enter your credit card information.
- Following a successful checkout, a Stripe payment Invoice is sent to your email after the payment has cleared, as well as an invoice from FadaDance, which details everything in the cart and the taxes applied. Please print/save these receipts and keep this information for your records – it is your proof of registration and FadaDance is unable to reprint these for you. You are able to reprint these receipts yourself using your FadaDance account.

IF YOU HAVE ANY DIFFICULTIES OR ISSUES WITH REGISTRATION PLEASE CONTACT brad@fadadance.ca or misty@fadadance.ca. DO NOT ATTEMPT TO REGISTER REPEATEDLY.

How do I make my FadaDance payments?

Class and costume fee payment is due at the start of the dance year – **full payment is required by October 31**, unless arrangements have been made with FadaDance management. You can pay in full at the time of registration using a payment processing system called Stripe. If you do not wish to pay in full, a one-month payment is required at registration and this payment is not refundable. If you do make arrangements with FadaDance management to make payments throughout the dance year, an initial payment is required by October 31. If a payment plan is approved by FadaDance management, all fees are required to be paid in full by April 1 of each dance year.

Credit Card Payments

Security:

You can make payments at <https://my.fadadance.ca/login> with confidence. We have partnered with Stripe.com, a leading payment gateway since 2011, to accept credit cards safely and securely for our customers. The Stripe Payment Gateway manages the complex routing of sensitive customer information through the electronic check and credit card processing networks, adhering to strict industry standards for payment processing, including:

- 128-bit Secure Sockets Layer (SSL) technology for secure Internet Protocol (IP) transactions.
- Industry leading encryption hardware and software methods and security protocols to protect customer information.
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS).

More information is available at <https://stripe.com/docs/security>

Customers can also make payments by credit card throughout the year. By logging into your FadaDance account, you will be able to make a payment on your account at any time using your credit card using the Stripe payment processing system. Receipts will be emailed to you, similar to at the time of registration.

E-Transfer Payments

FadaDance also accepts lump-sum email transfers. If you wish to do a lump-sum email transfer, please email Orion, FadaDance's General Manager, at fadapayments@gmail.com to arrange this method of payment. This account is set to auto-deposit any payments, so please be sure to enter the correct e-transfer information.

Cheque Payments

FadaDance also accepts cheques – including monthly post-dated cheques. If you wish to pay with monthly post-dated cheques, please divide your total amount remaining by the number of months you wish to pay – up to 8 cheques (September to April). Any cheque payments to be submitted should be sealed in an envelope with the student and parent's names written on the envelope. The class instructor will take your payment. Cheques can also be mailed to: FadaDance, 1951 Toronto Street, Regina, SK, S4P 1M9.

Cash Payments

Please contact Brad at brad@fadadance.ca to inquire about cash payment arrangements. IMPORTANT – if you are paying with cash, please ensure you receive and retain your receipt. In the event of an account discrepancy your receipt will be required to verify payment – please do not mail cash. At this time, cash payments can only be made by special arrangement – instructors cannot take cash payments.

Deposits

FadaDance deposits are now made remotely. This means that any cheques will be deposited on or shortly after the cheque date. Please make all post-dated cheques for the 1st or 15th of the month, as this allows us to complete all the deposits together. A \$25.00 fee is charged for any NSF cheques.

Full Payment Due Date (if you have made payment arrangements)

For customers who are not paying in full at the time of registration and who have made payment arrangements with FadaDance management, please note that we ask that all fees owing be paid in full by April 1. This allows us to finalize the dance year bookkeeping before the next year's registration begins. For all overdue accounts, an interest rate of 2% per month may be applied from the start of the dance year.

Customers who have fees remaining may not be allowed to register for next year's classes until the overdue fees are paid or special permission is received from FadaDance Management. All individuals identified on the class registration form will be considered as customers and responsible for the payment of all fees. FadaDance is not responsible for dividing up fees for the purposes of parental agreements or any other reason.

What if I am applying to the Creative Kids Program for class & costume fee funding?

If you plan to apply to the Creative Kids Program or other funding programs, you will still follow the same online registration process to register a student and will still be required to pay a deposit to hold your spot in class. It is your responsibility to fill out the Creative Kids Program funding application form and submit it to them by the application deadline. Please note that applying does not guarantee funding will be approved. In the event of not receiving funding, or receiving less than the full amount, the remainder of class and costume fees will become due at this time. It is possible to apply to the Creative Kids Program more than once in a year, so you may have an opportunity to apply again if funding is initially denied or you do not receive funding for the full class fees. For more information about the Creative Kids Program, please visit their website www.creativekidssask.ca.

How do I change my contact information?

If you wish to change your account password, phone number, email, or other contact information, you can make these changes to your profile using the FadaDance website. You will also need to email the class instructor, Misty, and Brad with these changes, to ensure that all lists and spreadsheets are properly updated.

Also, when registering a student, please enter the name of the student that they wish to use for the class. The name used in registration will be the name used on student contact lists, attendance sheets, emergency contact lists, and year-end programs. Student registration information cannot be changed online once registration is complete. Please email the class instructor, Misty, and Brad with any changes. FadaDance will do its best to accommodate name changes made during a dance year, but cannot guarantee that all lists will be updated.

Who do I contact with questions or to get additional information?

For business and payment questions and inquiries please email Brad at brad@fadadance.ca.

Please contact Misty at misty@fadadance.ca, Heather at heather@fadadance.ca or Belle at belle@fadadance.ca with any questions about dance classes, class instruction or student issues.

Class instructors also send out emails to their students near the start of each dance year, we encourage you to contact the class instructor with class or student questions or concerns.

Please contact either Misty, Heather, Belle and/or Brad with any questions regarding these FAQ's or anything else. We love to keep an open flow of communication with our students, parents, and guardians, so please ask any questions, keep us informed of changes in your lives that affect the dance classes, and watch for emails and letters sent home with students.

What are FadaDance's Health & Safety protocols and procedures?

Our top priority is the safety and health of our staff and dance families. We will continue our studio cleaning practices. Students and Instructors are welcome to wear masks but are not required to. Please do not attend class if you have any illness symptoms. If you have any questions or health concerns that you wish to discuss please contact us.

How do I get to the Studios?

FadaDance has two studios. They are right next door to each other.

- **Studio A** is located at 1951 Toronto Street, Regina SK – you can enter by the front door
- **Studio B** is located at 1947 Toronto Street, Regina, SK. This studio can be found in the back yard – behind the house.

Other Important Information:

The majority of FadaDance communications are done using email. It is important that you provide a contact email address that is current and one that you check often. Sometimes, especially with new students, our emails may get sent to your junk email folder. Please check your junk mail regularly to ensure that there is no email from FadaDance.

During registration, there is an opportunity to enter a contact email as well as an email for each parent. We will **only** contact the email addresses provided by customers during registration, so please ensure that all the email addresses you would like to receive FadaDance emails are provided.

Please note that FadaDance does not have a full-time administrator. Though every effort will be made to respond to inquiries quickly, at times it may take up to two weeks to respond to non-urgent inquiries or requests. For urgent matters, please call Misty at (306) 527-9837.

PARKING:

PLEASE PARK in the lot directly across the street from the studio and **North** of the FadaDance Studio. (See map below for details). Please ask us if you have any confusion at all about where to park.

Please **DO NOT PARK** in Victoria Club Spots, south of FadaDance.

Please **DO NOT PARK OR STOP on Toronto Street for any reason – NOT EVEN TO DROP YOUR CHILDREN OFF.** Our neighbours need the spots in front of their houses available and the coming and going of vehicles in front of the studio can pose a serious danger for our students as they cross the street to and from the parking lot.

If you are a student and you are parking and staying at the studio, you will need to display a FadaDance parking pass. Parking passes are available in the studios, you can ask your instructor for one if they are none in the front entrances. If a parking pass is not displayed, vehicles may be ticketed or towed by the parking lot owner.

