



FREQUENTLY ASKED QUESTIONS - FAQ'S 2018-2019 Dance Year

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

Class descriptions can be found on the website:

<http://www.fadadance.ca/fada-school/class-descriptions/young-dance-on-the-prairie>

<http://www.fadadance.ca/fada-school/class-descriptions/contemporary-dance-for-youth>

<http://www.fadadance.ca/fada-school/class-descriptions/adult-dance>

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 3 at the start of the dance year would register in Dance 3 or 3B.
- A student who is turning four in October of the dance year would register in Dance 4 or Dance 4B.
- A student who is turning four in November of the dance year would register in Dance 3 or Dance 3B.

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

Class	Age
Wee Folk 2-3 Fall	(2-3)
Wee Folk 3-4 Fall	(3-4)
Wee Folk 2-3 Spring	(2-3)
Wee Folk 3-4 Spring	(3-4)
Dance 3	3
Dance 3B	3
Dance 4	4
Dance 4B	4
Dance 5	5
Dance 5B	5
Dance 6	6
Dance 6B	6
Dance 7	7
Dance 7B	7

WEE FOLKS CLASS OPTIONS FOR 2018-2019:

This year we will continue to offer sessional classes called "Wee Folks". These are NOT full year classes like all other FadaDance classes. Each class session will be six weeks, one session will be offered in fall 2018 and one in spring 2019. The dates are as follows:

Fall 2018:

October 16 to November 20 = six classes

Spring 2019:

March 5 to April 9 = six classes

There are two Wee Folks classes in each session.

Wee Folks 2-3 – this class is for 2 and 3 year olds and their parents to participate together and is intended for kids who are not quite ready to dance independently. Student will be accompanied by a parent.

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

For those students older than 7, the class names change to Contemporary Dance, levels 1-9. The ages for these classes are as follows:

Class	Age
Contemporary 1	8
Contemporary 1B	8
Contemporary 1-Boys	7-8
Contemporary 2	9
Contemporary 3	10
Contemporary 3-Boys	10
Contemporary 4	11
Contemporary 4B	11
Contemporary 5	12
Contemporary 5B	12
Contemporary 5-Boys	11-12
Contemporary 6	13-14
Contemporary 7	14-15
Contemporary 8	16-17
Contemporary 9	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 your child.

Adult Dance

For adults interested in dance, the classes are organized by skill level: Adult 1 and 3. There is also an Adult Technique class. New this year, FadaDance is offering a Young Adult class and also a Young Adult Technique class. These classes are meant for Young Adults transitioning from Contemporary classes. This year, FadaDance will also offer a FadaMan sessional class.

FADAMAN

FadaMan is a dance sessional for people that identify as men between the ages of 18 and 45. Please see the website for more details and session dates.

Please contact Misty at misty@fadadance.ca or (306) 527-9837 or Heather at heather@fadadance.ca to determine which 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.

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 unexplained classes a phone call or email may be made by the instructor or FadaDance management to determine the reason for the missed classes.

Where can I view the Class Schedule?

The 2018-2019 FadaDance Class Schedule can be found on-line at www.fadadance.ca/class-schedule.html

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 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.

What fees do I pay as a FadaDance Student?

Each student will pay class fees and a costume fee. For more information on fees, please see the registration page of this website or contact brad@fadadance.ca.

Costumes are developed together by the instructors and students as part of the creative process. In the event that 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 3rd – 8th, 2018

March 4th – 9th, 2019

We invite parents to come in during these two weeks and 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:

- Dance 3, 3B, 4 & 4B will NOT be in the year end show. Instead, these classes culminate in a dance share on Sunday, April 14, 2018 where young dancers and parents will take part in a collaborative dance experience and dancers will share some of their work with a small audience.

- For our younger dancers, they will have their own year-end dance performance on Sunday, May 26, 2019. There will be two performances on this day. The following classes will be performing in these shows:

Dance 5, 5B
Dance 6, 6B
Dance 7, 7B
Contemporary 1, 1B, 1-Boys
Contemporary 2
Kids Tech 1, Kids Tech 2

- For the other dancers there will be two year-end dance performances: Monday, June 10 and Tuesday, June 11, 2019. 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-Boys, 4, 4B, 5, 5B, 5-Boys, 6, 7, 8, 9
Kids Tech 3, 4, 4B, Boys Tech
Youth Tech 1, 1B, 2, 3, 4, 5
Young Adult, Young Adult Tech
Adult 1, 3, Tech
FadaMan

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

We have found that often, our young dancers' parents question if they should stay and wait at the studio during class. For some young dancers this is necessary, for others, it is distracting. Your dancer is in good hands and you can be assured that we will take good care of them. We are, however, okay with young dancers' parents staying for the first few classes to get them settled as long as parents are not a distraction. Absolutely no visiting during the class, it is distracting to the students and teachers. Space is limited in our studio, so unless you feel it is absolutely necessary for you to be there, more space left for dancing is appreciated. These classes are not designed as parent/child classes (except for the Wee Folk Session Class for 2-3 year olds), if your dancer is not ready to take part in class as an independent we suggest trying again next season or trying the Wee Folk 2-3 Session Classes (if your child is 2 or 3). Please respect the teaching space.

Please note that instructors will ultimately make the final decision regarding parents in the teaching space, as we feel that each instructor is best able to determine what is best for that specific class. We ask that you please respect the decisions they make.

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 \$50.00 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.

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 sometime in the first two weeks of June.

Once registration is open you can access the web-based registration system through the FadaDance website <http://registration.fadadance.ca>.

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!*
- Once you are ready to register, go the registration page of the FadaDance website: <http://www.fadadance.ca/fada-school/registration>. Click the “Register for a class” link to go to the online registration portal.
- 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 has no ability to link two separate 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 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.**
- The registration process is the same as last year; select a class, fill out student details, choose payment option, and add to the shopping cart, then repeat for another class or checkout.
- Instead of PayPal, FadaDance is now using 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 due by October 31** of each dance year, 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.

Security:

You can make payments at registration.fadadance.ca 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, just like when you register, 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.

FadaDance also accepts cheques – including monthly post-dated cheques. If you wish to pay with monthly post-dated cheques, please divide the total amount remaining on the receipt emailed to you at the time of registration by the number of months you wish to pay – up to 9 cheques (September to May).

FadaDance also accepts lump-sum email transfers. If you wish to do a lump-sum email transfer, please email Orion, FadaDance's General Manager, orionp@sasktel.net to arrange this method of payment.

Other payment options can be arranged, such as monthly cash payments, please contact Brad at brad@fadadance.ca to inquire about such payment arrangements.

A FadaDance representative will attend the first one or two classes of each Dance Year and can take your cheques or cash payments at this time. After this period, the class instructor can take any payments, however, if the instructor is busy they may not be able to take your payment so we do prefer that you pay in full within the first two weeks of class unless you have arranged an alternative payment plan or are unsure if your young child will really want to continue dancing – remember post-dated cheques are accepted. 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.

Cheques can also be mailed to the FadaDance Studio:

FadaDance
1951 Toronto Street
Regina, SK, S4P 1M9

FadaDance deposits are usually made twice a month – one between the 5th and 10th and another between the 20th and 25th. Please make all post-dated cheques for the 1st or 15th of the month. A \$25.00 fee is charged for any NSF cheques.

For those customers who are not paying in full at the time of registration, please note that we would like to get all amounts owing paid in full by May 15, 2019. This will allow us to finalize the dance year bookkeeping before the next year's registration begins.

Customers who have fees remaining will not be allowed to register for next year's classes until the overdue fees are paid or special permission is received from Misty or Brad.

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, you will still follow the same online registration process (detailed on the registration page of the website) to register a student and will still be required to pay for one month of class fees 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. Their staff has told us that more people are applying than ever before, so 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.

For more information about the Creative Kids Program, please visit their website www.creativekidssask.ca.

Are FadaDance fees eligible for the Children's Fitness Tax Credit or Children's Arts Tax Credit?

The Children's Fitness Tax Credit and Arts Tax Credit programs have been cancelled.

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 and Heather at heather@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, you can also contact the class instructor with class or student concerns.

Please contact either Misty, Heather 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 and parents, 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.

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.

Also, during registration there is an opportunity to enter a contact email as well as an email for each parent. FadaDance will **only** contact the email addresses provided by customers during registration so please ensure that all of the email addresses you would like to have 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, **north** of the FadaDance Studio. (See map below for details)

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

As well, please **DO NOT PARK on Toronto Street for any reason – NOT EVEN TO DROP YOUR CHILDREN OFF**. Our neighbours need to have 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.

