



STUDENT HANDBOOK FALL 2016

Welcome to Knock on Wood Tap Studio! This handbook explains the studio policies. You are welcome to take home a copy for easy reference.

Knock on Wood's contact information:

Knock on Wood Tap Studio, Inc.

6925 Willow Street, N.W. Suite 101

Washington, D.C. 20012

Telephone: 202-722-1625

Website: www.knockonwood.org

We are also on Instagram and Facebook.

About our location and building access:

We are located on the ground floor of a secure building two blocks from the Takoma Metro and adjacent to Old Takoma. Our building is across the street from CVS. To enter the building, press the studio code listed in the directory on the call box. This system is connected through our telephone, and we will unlock the door. You will hear the system buzz when the door unlocks. If you don't hear a buzz or you have difficulty getting inside, please be patient and try again.

Studio office hours:

Our studio office hours vary according to class schedules. We are usually in the office beginning a half-hour before the first class of the day until fifteen minutes after the last class ends. When lunchtime or morning classes are scheduled, the office opens a half-hour before the lunchtime or morning class starts and closes fifteen minutes after the class ends and re-opens later in the day for evening classes.



Tidbits:

We know you hate spam and we do, too. We issue one mailing called Tidbits, usually about once a month. Tidbits provides news of special events, in and out of the studio, including workshops, open mic nights, tap jams, and more. We occasionally notify you of special discounts through Tidbits and our Facebook page. If you would like to receive Tidbits, sign up for our mailing list on our website.

Considering taking a class?

We invite you to come to our studio open house at the end of the summer. You are also welcome to come in and watch a class during regularly scheduled class hours. We allow you to try a class for \$20. We can loan you a pair of shoes for the trial class. If you decide to enroll for the session, we'll deduct the \$20 from your class fee.

How to enroll:

You may enroll in, and pay for, a Knock on Wood Tap Studio class in person at the studio or online. Enrolling online enables you to reserve a spot in class before the session starts. Whether you enroll in person or online, you will need to fill out our registration form and photo release when you come in for your first class.

Enrolling is easy! Fill out the registration form, fill out the photo release, and pay for your class.

Forms of payment accepted:

We accept payment in cash, by check, by credit card, or PayPal. We accept Mastercard, VISA, American Express and Discover credit cards.

If you are paying by credit card or PayPal, you can save time by paying online through our website before you come to the studio. We will receive an email notification verifying your payment.



Payment due dates:

You must pay in advance for all classes for which you are registering by the start of the first class session. In cases involving hardship, please see our studio manager.

Refund and cancellation policies:

Class tuitions are not refundable once the session has begun. If you request a refund prior to the first day of class, we will issue a refund of the amount paid minus a \$25.00 processing fee once your payment has cleared.

If we cancel a class before the session starts, you may choose to enroll in another class or receive a full refund. If we cancel a class during a session (for example, due to under-enrollment), you may choose to enroll in another class or receive a pro-rated refund.

Late registration:

Late registration is permitted in most classes on a space-available basis. If you register after the session has started, we will pro-rate your tuition. We do not pro-rate tuition for planned or unanticipated absences. Enrolled students who miss a class are requested to make-up any missed classes in accordance with our make-up policy.

Returned check policy:

There is a \$25.00 charge for returned checks.



Class cards:

Dancers enrolled in adult/teen classes may opt to use class cards rather than register for a class session. Class cards are a flexible scheduling option primarily for dancers who know in advance they can't attend a full session of classes or who prefer to drop-in to varied classes during a session.

To get the full benefit of your dance lessons, we encourage you to attend the same class regularly.

Students enrolled in adult/teen classes may buy a 5-class card or a 10-class card. Each card is non-refundable and is valid for 1 year from the date issued. Before each class, students using class cards stop in the Knock on Wood Tap Studio office to have their card punched.

Class cards are issued to individual persons. Each dancer needs a separate card.

Drop-Ins:

We welcome students to drop-in for any adult/teen class. The drop-in fee is \$20. Invite a friend to drop-in anytime! There is no drop-in available for children's classes.

Class cancellations:

We reserve the right to cancel a class for under-enrollment or other reasons before or after the session starts. In the event we cancel a class for the entire session, or the remainder of a session, you will be invited to enroll in another class or receive a refund in accordance with our refund policy.

If one or more classes within a class session is cancelled for weather or other reasons, we will either offer a make-up class or allow you to attend another class in accordance with our make-up policy. We do not provide refunds to students unable to attend a make-up class.



When you sign up for a class, the teacher name is provided for information only; we reserve the right to use substitute teachers or to reassign teachers as necessary. We do not provide advance notice of substitutes teaching unless the teacher has planned the absence in advance in which case the teacher may, but is not required to, notify the class of an upcoming absence.

News and announcements:

It's easy to keep up with what's going on at Knock on Wood! There is an easel inside the waiting area by the door. All students should check the easel regularly for important news and announcements. In addition to the easel, you can find information on our website and our Facebook and Instagram.

Inclement weather policy:

We tend to follow the DC Public Schools in deciding whether to cancel classes for inclement weather. However, this practice is not absolute. Please check our website or our Facebook page, or call the studio, before heading to class during inclement weather.

Class make-up policy:

If you miss a class, you may make up that class by attending any class of the same level. If a same-level class is not offered, you may make-up any missed class in a class one level lower or one level higher than the class in which you are enrolled. All make-ups must be completed in the session during which the missed class occurred.

Complete any make-up classes promptly. As the end of a class session nears, the classes work on specific choreography, and you will be unable to participate in the choreographic work.



Photo and video release:

Knock on Wood Tap Studio, Inc. photographs or videotapes classes from time to time and videotapes the year-end Showcase. We encourage all of our dancers to sign a photo/video release for this reason.

- Without a photo/video release, a dancer will not be permitted to perform in the annual Showcase.
- Adult/teen class members who choose not to sign a photo/video release are responsible for stepping out of the classroom during any photography or videotaping. Remaining in the classroom during photography or videography is deemed consent to being photographed or videotaped. Parents or guardians of teens who decline to sign photo/video releases for their teens must discuss these rules with their teens and assume responsibility for their understanding and following them.
- All photo/video releases for dancers under 18 must be signed by a parent or guardian.
- If the parent or guardian of any child in a children's class declines to sign a photo/video release, the class will be designated a no photo/video class, and no one, including parents, will be allowed to take photographs or videos during the class.

Use of photos/videos:

Knock on Wood may use photographs/videos on its website, in social media, and within its studio and among its students to showcase its dance programs. Knock on Wood may use photographs in brochures and flyers describing and promoting its programs. Knock on Wood may hire a professional videographer to videotape its annual dance Showcase and may sell copies of the Showcase video.



Parking:

There is 2-hour free parking and metered parking on Willow Street, outside the studio. Parking rules are strictly enforced, so read the signs carefully when choosing a parking space and adhere to the posted limits. If you are planning to be in the studio for more than two hours, there is unrestricted parking on and beyond Whittier Street, N.W., approximately four blocks from the studio.

Clothing and shoes:

We recommend for the dancer's comfort and convenience, wearing hair off the face and neck and wearing comfortable clothes such as t-shirts, shorts, leggings, or loose knit pants. These styles allow teachers to see dancers' ankles, wrists, and elbows to assess posture and technique.

Except for very young children, all tappers are required to wear tap shoes with screw-in taps. Nail-in taps damage the floors. We maintain a collection of donated tap shoes dancers may wear for a trial class. We cannot guarantee the availability of any size or style shoes and we do not reserve shoes in advance. If the shoes are for a child, it is the parent's responsibility to help their children find and put on tap shoes. After the trial, dancers attending classes are expected to purchase their own shoes. Wear tap shoes indoors only. Wear socks with tap shoes.

Knock on Wood's loaner shoes are arranged by children's and adult sizes, respectively. Please replace shoes where you found them to maintain their organization.

Nearby stores stocking tap shoes include Les Gals and Footlights in Silver Spring and Repeat Performance in Rockville. Check our studio for discount coupons.



Going to and from class:

There is a quiet waiting area outside our office. If you prefer to talk or are accompanied by children who wish to talk or play, please use the lobby area adjacent to the studio to wait. We can provide extra chairs if needed. When using the lobby, please be courteous to our dancers and our neighbors by supervising your children, encouraging them to use indoor voices and to refrain from running.

The chairs in studio A (the studio visible from the waiting area) are not to be used during classes.

Please arrive 5-10 minutes before class and be ready to go onto the dance floor at the class start time. Do not come early to practice as staff and faculty need this time for preparation.

Parents of children must accompany their children to the studio and supervise them until it is time for class to start. To maintain an orderly environment, the teacher will escort all children to the studio at once. Please avoid being late for class. If you do arrive late, do not send or take your child into the class. Come to the office and we will take your child back. Note that your child may have to wait for other potential late arrivals before being escorted back to class.

Be prompt in picking up your child after class.

All dancers should promptly pack their belongings and leave the building upon completion of their dance class to facilitate the change of classes or studio closing.

Sign-In:

There is a sign-in book on the table in the lobby. The book is divided by days and by class. Students are required to sign in for every class. If you are a registered student, simply find your class list and put a check mark by your name under the correct date. If you are using a class card, write "CC" in the space under the date. And if you are dropping in, write "DI" in that space.



If your name is not on the class list, please add it at the bottom of the list.

Bathroom and water:

There is a bathroom in the hallway near the entry door (to your right on entry, next to the mailboxes.) This bathroom is locked. Please use the key in the blue cup next to our water jug and replace it immediately on returning to the studio for the convenience of other dancers.

We maintain water and disposable cups inside the studio. You may also bring and fill your own water bottles or buy one of our Knock on Wood water bottles. Donations are accepted for water jug purchases.

Food and drink:

Knock on Wood does not permit any food or drink (other than water) to be consumed on the premises. There is also no disposal of food and drink containers allowed. This policy is essential to ensuring a bug and rodent free building.

Classroom supervision:

The teacher is in charge of the classroom. All questions relating to the operation of the class should be addressed to the teacher. If an issue cannot be resolved with a teacher, consult the office staff.

Parents are not allowed inside the studios during classes except on specific occasions when the teachers invite parents to observe class. This keeps the students focused on learning.

For our youngest dancers, the teachers frequently invite parents to attend the last 5 minutes of class.



If you have been invited into one of the back studios to observe a class, please move quickly and quietly through the back of Studio A to avoid disruption of any class is in session there.

Assessing placements and performance:

Our class level designations are skill-based, not based on years of experience. If you are unsure what level to sign up for, feel free to consult with our office staff or with one of our teachers. If you sign up for a class and feel it is too easy or too hard, please consult with the teacher about switching classes. We are flexible about allowing students to switch, but we want to be sure the switch is in your best interests.

If you wish to consult with a teacher about your or your child's progress, please leave a message, including your phone number, with the office staff, and we will have the teacher call you. In fairness to all of our students, our teachers focus their classroom time on students collectively. There is not sufficient time before and after classes for an extensive discussion of individual student progress.

Classroom behavior:

Students attending classes at Knock on Wood are expected to behave politely and respectfully toward teachers and staff and to follow the teacher's directions. Should any ongoing discipline issue arise with a child, the teacher will address the issue with the child's parent or guardian. In the event of persistent disruptive behavior that is not corrected, Knock on Wood reserves the right to withdraw any student from class. In the event of such withdrawal, no refund will be made.



Knock on Wood merchandise:

You may purchase a backpack with the Knock on Wood logo (perfect for carrying tap shoes!) or a water bottle with our logo from the office staff. We also offer a limited selection of Knock on Wood t-shirts for sale. When it is time for our year-end Showcase, we ask all students to buy Knock on Wood t-shirts as their performance costume.

Showcase:

Each year in June Knock on Wood holds a Showcase of student performances followed by a reception. As the dance year progresses, classes will begin to focus on the choreography for the Showcase performance.

In the weeks leading up to the Showcase, students and their families will be provided with the necessary information to purchase t-shirts and Showcase tickets. We also ask our families to assist us by volunteering to help at the Showcase and reception, by purchasing shout-outs in our program book, and by selling advertising in our program book.

Special Events:

Knock on Wood hosts a variety of special events throughout the year. These include tap jams, master classes, workshops, and open mic nights. All of our students are encouraged to attend these events, as appropriate. Our special events are noted on the easel in the studio waiting area, on Knock on Wood's Facebook and Instagram, and in our e-newsletter Tidbits, as well as on our website.

Please have fun dancing with us!

