



BE YOURSELF ☺ CHALLENGE YOURSELF ☺ MOVE YOURSELF

Dance Studio Communication Policy for Parents

At our dance studio, we strive to maintain open and respectful communication to address all questions, feedback, and concerns efficiently. To help us serve you better, please follow the guidelines below.

1. Preferred Communication Channels

- **Email:** For all non-urgent inquiries (scheduling, tuition, class placement, etc.), please contact us at office@moveyourselfdance.com. We aim to respond within 2 business days.
- **Phone Calls:** For urgent/emergency matters, call us on our cells. Christine (403-586-1115) & Heidi (403-507-6590)

Please Note: Texting staff with questions or concerns is not preferred, as it may interrupt class time or personal time. We ask that parents use email to ensure a timely response and organized communication.

2. Teacher Communication

- Instructors focus on class time with students, so please avoid discussing concerns directly before or after classes. Use email or request a meeting for any questions or feedback about your child's progress.

3. Response Time and the 24-Hour Rule

- We aim to respond to emails and messages within 48 hours, except on weekends and holidays. For urgent phone calls, we will prioritize a same-day response.
- **The 24-Hour Rule:** If you have a major concern or complaint, we ask that you wait 24 hours before contacting us. This cooling-off period helps us all approach the matter thoughtfully and respectfully. After 24 hours, please reach out by email, and we'll be happy to set up an In-Person Meeting.

4. In-Person Meetings

- For in-depth concerns, such as class placement, behavior, or special accommodations, please schedule an appointment. This allows us to prepare and dedicate our full attention to your concerns. Meetings will be scheduled with both Studio Directors Christine & Heidi.

5. Respectful Interaction

- We are committed to maintaining a respectful and positive atmosphere for all communication. Please bring concerns to us in a constructive manner, and we promise to do the same in addressing your needs.

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- As both of our studios are located in small communities, it's common for dance parents to see studio directors at community events or activities. While we value these connections, we kindly ask that directors' personal and family time be respected and that dance-related issues or concerns not be brought up in these settings.

By observing these guidelines, we can ensure that all communication remains focused, professional, and respectful. Thank you for your understanding and cooperation!

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