



VELOCITY COMPLEX

2024/2025

PARENT & STUDENT HANDBOOK

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1 / Welcome

It is our pleasure to warmly welcome you into our Velocity Complex family

Address: 104, 11502 170 St NW

Phone Number (text or talk): 587-412-1617

Email: team@velocitycomplex.ca

Website: www.velocitycomplex.ca

Instagram: [@velocitycomplex.acro](https://www.instagram.com/velocitycomplex.acro)

Principals

Candace Kalwajtys - Head Coach/Artistic Director

Cheri Berg - Owner/Manager

2 / Core Values

Velocity Complex is an inclusive community of acrobats, dancers and athletes. Every athlete that walks through our door receives training that will inspire them to be the best they can be.

At Velocity Complex we offer athletes guidance for personal growth and independence. We supply only the safest techniques and methods, and quality instructional time with our certified coaching team. Strict **coach to student ratios** are maintained for safety and an optimal learning environment (for most classes, not more than **1-8 [Acro] and 1-6 [Aerial & Circus]**).

Velocity Complex promotes positive self esteem and mentorship for all our athletes. We encourage athletes to be confident and trust their own journey and experiences- - creating opportunities for all to excel.

3/ Registration

All athletes and/or parents – whether returning or new - shall fill out and sign registration paperwork (either digitally or hard copy) annually. This information includes media release form, payment contract, and acknowledgment of risk contract. Registration is through the DanceStudio-Pro (hereafter DSP) parent portal, <https://dancestudio-pro.com/online/velocitycmplx>. There is an one time annual non-refundable Registration Fee of \$50 for each student or \$85 per family.

Placement of athletes is at the discretion of the Artistic Director.

4/ Tuition

- **Processing Payments** – Registration fee (non-refundable) is due at registration. First and last month's tuition payments are due August 15, 2024 or at registration if after August 15. Payments will be processed through AutoPay unless other arrangements have been made. If an alternate method of payment (ie eTransfer/cash) is preferred, payment must be made at least four (4) days prior to the due date. It is the athlete's (for adult classes) or parent's responsibility to log in to their DSP portal to see details on amounts outstanding and balances. **NSF administration fees of \$25 will be added to accounts if payments are declined. A late fee of \$25** will be added to accounts if payment is not made by the due date. Please ensure your credit card information is correct.
- Monthly tuition will be posted to accounts and statements will be sent on or around the 21st of the month. AutoPay will run on or the week following the 1st of the month.
- Tuition is based on an average of classes over the 9 month season.
- Fees must be paid in advance in order for students to be allowed to participate in class.
- Refunds and credits will not be issued for missed classes due to illness, cancellation or public holiday – where possible, we will endeavour to arrange make-up lessons for classes cancelled by Velocity Complex, or will offer an alternative class. We reserve the right to cancel classes due to weather or other up to twice per season. Make-up lessons may be available based on class size/type. Pre-determined coach-to-student ratios will always be maintained for safety.
- Fees paid are non refundable.

5 / Withdrawal

To withdraw from a class, written notice must be sent via email to team@velocitycomplex.ca. If notice is received more than one month in advance, tuition paid ("Last month's tuition" collected at registration) may be applied. No refunds of tuition already paid will be made.

6/ Communication

Please ensure you have a current email address associated with your DSP account that is regularly checked. We are happy to include multiple email addresses per family. Please add our email address hello@velocitycomplex.ca to your contacts so we don't end up in Spam. Please make sure the mobile phone number you have provided to the studio is up-to-date.

7/ Important Dates

Please download the free DSP (DanceStudio-Pro) app.

Month	Date	Details
September 2024	September 14	FIRST DAY OF CLASSES!
October 2024	October 12 - 14	Thanksgiving Break - No classes
	October 31	Halloween - No classes
November 2024	November 9 - 13	November Break - No classes
December 2024	December 17 - Jan 3	Christmas Break - No classes
January 2025	January 1 - 3	Christmas Break - No classes
	January 24 - 26 (Performance Team)	Dynasty Acro Convention (Langley BC)
February 2025	February 8 (Performance Team)	ADEA Dance Spectacular
	February 13 - 19	Family Day Break - No classes
March 2025	March 18 - 29	Spring Break - No classes
April 2025	April 16 - 22	Easter Break - No classes
	April 25 - 27 (Performance Team)	Circo Fest (Calgary, AB)
May 2025	May 17 - 19	May Long Break - No classes
	May 26	LAST DAY OF CLASSES!
June	June 17 & 18	Acrobatic Arts Exams - in person

8/ Performance Team

Students must take a minimum of two (2) Accelerated Technique classes and a Dance Tech class to be considered for the performance team. The performance team will attend at a minimum, CircoFest in Calgary April 25-27, 2025. Additional fees will be associated with participation on the performance team (ie choreography, stage rehearsal, costumes, competition fees, etc). Participation on the performance team will be based on coach's approval and may require an assessment. Requests for solos/duos must be approved by the Artistic Director.

9/ Studio Code of Conduct

- Lessons in progress must not be disrupted, unless for an emergency. If you would like to speak to the coach for any other reason, please contact the studio to set up a meeting outside of class time.
- We strongly encourage parents/guardians NOT to stay for class, regardless of age of the student. The safety of our students is of paramount importance. Distractions must be limited. If you do choose to stay, interaction with students during class is strictly prohibited.
- We are unable to take responsibility for athletes before or after their scheduled classes. Please drop off and pick up not more than 15 minutes prior to and after their scheduled class.
- Any questions or complaints must go through management – parents and athletes are not permitted to contact Velocity Complex teachers via phone, in person, or via email / social networking with studio issues unless it has been broached with the principal first. Personal meetings with the studio principal can be arranged via email to team@velocitycomplex.ca.
- Physical, mental, emotional or cyber bullying by parents, staff or athletes will not be tolerated and may result in dismissal from the studio.
- Velocity Complex takes no responsibility for any stolen or misplaced property on the studio premises.
- Velocity Complex management reserves the right to change instructors or timetabling when necessary at any time throughout the year.
- Intellectual property of Velocity Complex and may not be reproduced or sold by any athletes, parents, or staff without permission of the principal/s, including choreography
- Families who do not comply with their fee obligations may be charged a late fee. External debt collection may occur when fees remain overdue and this will be at the expense of the client.
- Athletes shall follow the Student Code of Conduct and Ethics.

10/ Safety

- Our athlete's health is of utmost importance to us. If an athlete is injured at Velocity Complex, please inform the instructor immediately, or contact team@velocitycomplex.ca as soon as possible. Medical notes may be required to resume classes.
- Velocity Complex has security cameras in its studios which may be monitored by management.

11/ Dress Code

Hair

Hair must be pulled back and out of the way for all studio classes in either braids, low bun or neat ponytail. There are no exceptions.

Uniform

Form-fitting activewear is required: ie dance/gymnastics biketard/leotard or sport crop/tank top, and dance shorts (footless tights optional). No loose clothing such as t-shirts, sweaters, or baggy pants. The above is required to ensure each athlete can be spotted safely by the instructor. Bodysuits and dance shorts are available for purchase from the office. Black bodysuit and dance shorts are required for exams.

Jewellery

Only stud earrings are allowed.

12/Exams

Students enrolled in Accelerated classes will be prepared for Acrobatic Arts exams which will be held in June 2025. Exams are not mandatory but are strongly recommended. Additional fees will be associated with exams.

13/Cancellation Policy

For drop ins and private/semi private lessons, a 48 hour cancellation policy is in effect. We will be happy to accommodate changes and cancellations prior to that; cancellations within 48 hours will be charged a \$50 rebooking fee.

14/ Attendance

Regular attendance is expected. If you know that your athlete(s) will be absent, please let us know ahead of time. Check ins can be made on the DSP app.

If your child has any Covid-19 symptoms or is feeling unwell in any way, please keep them at home. Please inform us via email or text as soon as you can so we can let the teachers know.

15/ Social Media

Velocity Complex's Social Media Policy refers to all social networking sites, video/photo sharing sites, blogs, micro-blogs, wikis, podcasts, forums, instant messaging and geo-spatial tagging (for example, Facebook check-ins).

Social Media posts must remain in keeping with Velocity Complex's code of conduct.

Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Velocity Complex staff, athletes or families may subject the owner to disciplinary or legal action.

Any content revealing or referring to sensitive studio information is not allowed to be shared online.

While affiliated with our studio, (for example, images of your child in Velocity Complex's uniform) we will not tolerate any posts that are racially, sexually, physically, religiously or otherwise offensive.

All matters pertaining directly to the studio - whether it be fees, scheduling, placements or performance opportunities - shall not be communicated via Social Media. All communication, complaints and feedback shall be communicated to the principal directly.

You may not post photographs videos that feature Velocity Complex athletes other than your own online without the proven consent of their parent/guardian.

Identifying information of any featured minors - including names, ages or location - must be removed when posting on Social Media.

16/ Pure Class Dance Arts Association

Velocity Complex is a recognized studio with Pure Class Dance Arts Association. Annual membership is strongly recommended for all families, particularly competitive students. With membership, you have access to fundraising opportunities and benefits only available to PCDA members. Parent credits can be used toward a variety of studio related fees, and Velocity Complex receives benefits with each member family, allowing us to award scholarships. More information can be found here <https://www.pcdaa.ca/>. Deadline to obtain membership for this year is October 31, 2024.

17/DSP APP

DSP has a free app. Please download the app and log in using your portal login for easy access on mobile devices.

18/FlipGIVE Fundraising Campaign

Velocity Complex is happy to provide a fundraising campaign for all to participate in. FlipGIVE is a purchasing app that gives back money for purchases you make everyday. Favourites are Pet Smart, Boston Pizza, Wayfair, etc. 10% of your earnings will be credited to your account at the end of the season. Proceeds will be used toward new equipment! Please email the office at team@velocitycomplex.ca for a invitation. Team members who join through an invite and make

their first purchase in the first 14 days of joining earn a \$5 bonus, or join here. Invitation link is <https://shop.flipgive.com/onboarding/join?joincode=WQGMCN>.

19/KidSport Grants

Acro and Circus classes are KidSport approved sports. Applications can be made at [KidSport Grant](#).

20/ Faculty

It's our pleasure to introduce our faculty for 2023/24!

Candace Kalwajtys

Avery Denington

Kathryn Filevich

Kiley Ma

Julia Patrick

This document may be amended from time to time and the most current document is the one that is valid