

VELOCITY COMPLEX

Parent & Student Handbook

2026 / 27 Season

1 / Welcome

We are thrilled to welcome you into the Velocity Complex family!

Address: 104, 11502 170 St NW, Edmonton, AB T5S 1J7

Phone: 587-412-1617 (call or text)

Email: info@velocitycomplex.ca

Website: www.velocitycomplex.ca

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

Principals:

- Cheri Berg — Owner & Manager
- Candace Kalwajtys — Head Coach & Artistic Director

2 / Core Values

Velocity Complex is an inclusive and inspiring community for acrobats, aerialists, dancers, and other artistic athletes. Every student who walks through our doors receives training designed to help them thrive, both on and off the mat.

We promote personal growth, independence, and safety in every class through certified instruction and carefully maintained coach-to-athlete ratios:

Class type	Coach to athlete ratio
Acro and technique	generally 1 : 12
Aerial and circus	generally 1 : 8
Group routines and choreography	may run larger

Group routine classes are choreography rather than skill acquisition, so they can comfortably carry more athletes. These ratios are guidelines and may occasionally be exceeded within reason. We bring in additional coaching support as classes grow.

We believe in building confidence, self-esteem, and mentorship. Empowering athletes to trust their unique journey and supporting every opportunity to succeed.

3 / Registration

All new and returning athletes must complete registration annually, including signing all waivers and policies (parents/guardians must sign for participants under 18). This includes:

- Media Release Form
- Payment Authorization & Financial Agreement
- Acknowledgment of Risk
- Studio Policies & Code of Conduct

Create accounts online via StudioPro. Class placement will be determined by the Artistic Director.

Accounts must be in good standing to register. Any outstanding balance from a previous season, including tuition, competition fees, costume costs, choreography fees or Studio & Production fees, must be paid in full before a new registration can be processed or a class place held. This applies family-wide: an outstanding balance on any account within a family will prevent registration for all athletes in that family.

Annual Registration Fee

- \$75 per student
- \$125 per family

This fee is non-refundable and covers insurance and administration costs.

4 / Tuition

Competitive Team tuition rates are published in the **Velocity Complex Competitive Team Fee Schedule**, available on our website or by email on request. Recreational class rates are listed in StudioPro. Rates are not repeated in this handbook so those sources remain the current ones.



Payment Schedule

- **Recreational athletes:** your first month's tuition plus May 2027 tuition (the final month of the season) are due at registration.
- **Competitive Team athletes:** your first month's tuition is due at registration. Competitive athletes are not required to prepay the final month of the season.
- **Monthly payments:** each month's tuition is due on the 20th of the prior month (e.g., October tuition is due September 20).
- **Equal instalments:** monthly tuition is the season total divided into nine (9) equal instalments (September–May) and is not based on the number of classes in a given month. Mid-season enrolments are billed from the month of enrolment.

Monthly Maximum

Competitive Team tuition is capped. Once an athlete's monthly tuition reaches the maximum for their stream, additional acro and dance classes cost nothing further. Aerial classes are included within each stream's maximum at no additional cost. Current maximums are set out in the fee schedule.

Discounts

Families with more than one athlete enrolled in the competitive stream receive 5% off the lower tuition, one discount per family, available while both athletes remain enrolled.

The discount applies to monthly tuition only. It does not apply to registration fees, costume deposits or balances, competition fees, solo, duet or trio choreography or Studio & Production fees, private and semi-private lessons, camps, workshops, conventions, exam fees, merchandise, or any other additional fees.

Payment Notes

- All prices are quoted before GST.
- All payments are processed via AutoPay unless alternative arrangements are made.
- Manual payments (e-transfer or cash) must be received at least 4 days before the due date.
- Declined/NSF payments incur a \$25 fee. A \$25 late fee applies to any payment unpaid after the due date.

Accounts in Arrears

Athletes must be paid up to participate. Where an account is more than 30 days overdue, the athlete may be denied access to class until the account is brought current.

Athletes with an outstanding balance may also be withheld from competitions, performances, showcases, recitals and examinations, and costumes and competition apparel will not be released. Missed classes during a period of suspension are not eligible for make-up classes, refunds or credits.

We will always contact you before an athlete is withheld from class. If your family is having difficulty with a payment, please speak to us early. We would much rather arrange something with you than have an athlete miss training.

Missed Classes

Refunds or credits will not be issued for absences due to illness, holidays, or personal conflicts.

Where space allows, we are happy to offer a make-up class. Make-ups are offered as a courtesy and are subject to the following:

- The make-up class must be at a level appropriate to the athlete, as determined by our coaching staff.
- The class must have space available. **We will not exceed class caps to accommodate a make-up.**
- Make-ups must be arranged in advance through the office. Athletes may not attend a class without prior approval.
- Make-ups do not carry over between seasons.
- Make-up classes have no cash value and cannot be exchanged for a refund or credit.
- Competitive group choreography classes are not eligible for make-ups, as choreography is specific to each routine and group.

Class Cancellations by the Studio

Velocity Complex reserves the right to cancel up to two (2) days of classes per season at its discretion due to weather, coach illness, studio closures, or other unforeseen circumstances. These cancellations do not result in make-up classes, refunds, or credits. However, if closures exceed two (2) days, we will make reasonable efforts to schedule make-up classes. No refunds or credits will be issued if a student misses a scheduled make-up class.

5 / Communication

Please ensure your contact information (email and phone number) is up to date in your StudioPro account.

Add info@velocitycomplex.ca to your safe sender list.

We are happy to add multiple family contacts to ensure consistent communication.

6 / Withdrawal & Cancellation Policy

To withdraw from a class session, you must email written notice to info@velocitycomplex.ca at least one (1) month before your intended withdrawal date. Tuition already paid is non-refundable, and families are responsible for tuition during the notice period.

Recreational athletes: with proper notice, prepaid May 2027 tuition will be applied to your student's final month.

Withdrawals are not accepted after March 31, 2027. After this date, families remain responsible for tuition through the end of the season, unless the withdrawal is medically approved by a doctor's note or otherwise approved by the Manager.

Competitive Team athletes: withdrawal does not release a family from costs already committed on the athlete's behalf. Once an athlete has been entered into a competition or event, competition fees, costume costs, choreography fees and Studio & Production fees remain payable in full regardless of attendance or withdrawal. For private, semi-private, or drop-in lessons, 48 hours' notice is required to cancel or reschedule. Cancellations within 48 hours are subject to a \$50 cancellation fee.

Punch card holders must give 24 hours' notice of attendance or cancellation.

7 / StudioPro App (SP)

The StudioPro app is free and gives families mobile access to schedules, balances, attendance, and more. Log in using your parent portal credentials. Absences can be reported on the portal.

8 / Important Dates

Download the free StudioPro App for your personal calendar, updates and reminders. Dates marked TBA will be announced early in the season.

Date	Event	Notes
TBA	Competitive Team Information Night	Required for all team members
Sept 12, 2026	First Day of Classes	
Oct 10–12, 2026	Thanksgiving Break	No classes
Nov 1, 2026	Competition fees due	Competitive Team
Nov 1, 2026	Costume deposits due	Competitive Team
Nov 1, 2026	Studio & Production fees due	Solos, duets and trios
Nov 10–15, 2026	Fall Break	No classes
Dec 21, 2026 – Jan 3, 2027	Christmas Break	No classes
Jan 15, 2027	Costume balances due	Competitive Team
Jan 22–24, 2027	Dynasty — Langley, BC	Acro solos, duets and trios only
Feb 25–26, 2027	Acrobatic Arts mock exams (tentative)	Acro Technique students
Feb 27–28, 2027	Acrobatic Arts exams (tentative)	Acro Technique students
Mar 17–21, 2027	Debut Dance — St. Albert	All disciplines except aerial

Date	Event	Notes
Mar 29 – Apr 5, 2027	Spring Break	No classes
Apr 22 – 25, 2027	Circo Fest - Calgary (optional)	All disciplines
May 10–12, 2027	Standing Ovation — St. Albert	All disciplines
May 17, 2027	Last Day of Classes	
May 19–23, 2027	Abstract Dance — Calgary / Okotoks	All disciplines

9 / Competition Teams

Acro has always been the heart of our Competitive Team. Velocity Complex offers three competitive performance streams:

- Acro Dance
- Dance — Jazz, Lyrical, Contemporary, Hip Hop
- Aerial Arts — Silks, Hoop (Lyra)

Every competitive athlete trains in acro and dance technique, regardless of which stream they choose. The training hours below are minimum weekly requirements. Any additional disciplines an athlete chooses will increase their weekly training hours.

Junior: Acro Dance Team (Age 7+)

Acrobatic Arts Levels 3–6. Minimum training: 6 hours per week (5 classes).

- Acro Tech — 1.5 hrs
- TNT: Tumbling — 1.5 hrs
- TNT: Inversions — 1 hr, or TNT: Partnering — 1 hr
- TNT: Dance — 1 hr
- Comp Team: Acro Dance group choreography — 1 hr

Elite: Acro Dance Team (Age 10+)

Acrobatic Arts Levels 6–Pre-Professional 3. Minimum training: 8 hours per week (7 classes).

- Acro Tech — 1.5 hrs
- TNT: Tumbling — 1.5 hrs
- TNT: Inversions — 1 hr
- TNT: Partnering — 1 hr
- FLEX: Balance or Contortion — 1 hr
- TNT: Dance — 1 hr
- Comp Team: Acro Dance group choreography — 1 hr

Aerial Arts Team: Silks, Hoop (Lyra) (Age 8+)

Aerial Arts Level 3+. No Acrobatic Arts level requirement. Minimum training: 3–3.5 hours per week (3 classes).

- Aerial class (Silks or Hoop) — 1 hr
- Acro class — 1 to 1.5 hrs
- Dance class — 1 hr

Athletes in the competitive Aerial stream take an acro and a dance technique class to build strength, flexibility, movement quality and body awareness, but are not required to compete in Acro Dance. Previous aerial experience is required, and placement is determined through coach assessment.

Add-On Competitive Disciplines

Team members can expand their training by adding competitive group routines in additional disciplines. Each additional discipline typically adds one hour of training per week.

- Jazz, Lyrical, Contemporary (Elite only), Hip Hop
- Aerial Silks, Aerial Hoop (Lyra), Hand Balancing — additional rehearsals will be scheduled

There is no limit to the number of competitive group routines or training classes an athlete may choose. We encourage athletes to explore multiple genres and are happy to run smaller competitive groups wherever possible so every athlete has an opportunity.

Competition Commitment

Competition team members must attend two (2) mandatory local competitions and one (1) out-of-town competition. Athletes may also opt into up to two (2) additional competitions: Circo Fest in Calgary and Dynasty in Langley, British Columbia. Not every athlete attends every event, as some competitions are limited to specific disciplines. Please review Section 8 before accepting a place on the team.

Additional Opportunities for Aerial Athletes

Velocity Complex is a member of the International Aerial Athletics Association (IAAA), the organization leading the development and standardization of aerial athletics worldwide. As a member club, our aerial athletes have access to IAAA online competitions at no additional entry fee.

Athletes record their routine in our studio, videos are submitted to certified international IAAA judges, and routines are evaluated against standardized international criteria covering technical difficulty, execution, artistic performance and routine composition. Athletes receive official scores, detailed feedback and a place in the worldwide IAAA rankings. Top-ranked athletes may receive invitations to compete at future IAAA international events.

Team Commitment

By accepting a place on the Velocity Competitive Team, athletes are committing to Velocity as their primary competitive program for the season.

Athletes may take recreational classes, workshops, conventions, private lessons, and specialty training at other facilities. Participation in competitive programs at another studio may be permitted only if it does not conflict with Velocity's required classes, rehearsals, choreography, performances, or competition schedule, and has prior written approval from the Program Director.

Velocity commitments always take priority. If participation with another organization begins to interfere with attendance, preparation, or team responsibilities, athletes may be asked to choose between programs.

Fees & Financial Commitment

Additional fees apply beyond regular tuition, including:

- Competition entry fees, charged per routine and divided among the athletes in that routine. Amounts are confirmed in October 2026 once groups are set, and are due November 1, 2026.
- Costumes, props and rhinestones.
- Solo, duet and trio choreography and Studio & Production fees. These are set out in the separate Choreography & Studio Fees document. Aerial routines carry a higher Studio & Production fee than acro, as they require dedicated apparatus and supervised rehearsal time.
- Stage rehearsals, additional training opportunities, conventions and workshop classes.

Once an athlete is entered into a competition or event, all associated fees become non-refundable and must be paid in full regardless of attendance, as outlined in the Payment Authorization and Financial Agreement. Costumes and competition apparel will not be released until the athlete's account is fully paid.

Placement & Information Night

Placement requires coach approval and may involve an assessment. All new athletes attend a trial class for a placement assessment before joining the team. Solo, duet, and trio requests must be approved by the Artistic Director.

All current and new Competitive Team members are required to attend the Competitive Team Information Night.

This covers team expectations, the training schedule, competition opportunities, time commitment, costs and fundraising, with a full Q&A. The date will be announced early in the season and posted in StudioPro.

10 / Costume Fees

Costume deposits (\$90 per Elite routine, \$75 per Junior routine) are due November 1, 2026. Balance for costumes including but not limited to rhinestones and props due January 15, 2027.

11 / Studio Code of Conduct

- Classes must not be disrupted unless for an emergency.
- Parents may request a meeting with a coach by contacting the office.
- Only students are permitted in training areas during class time unless otherwise noted. Parents and guardians are welcome to wait in our small kitchen area, which is set up for families and students during classes.
- Parent Watch Days will be scheduled twice annually.
- The studio is not responsible for students outside of scheduled class times (arrive no earlier than 15 minutes before class and pick up promptly).
- All concerns must be directed to management; contacting coaches directly is not permitted without principal approval.
- Harassment, bullying, or discrimination (in-person or online) will result in dismissal.
- Students must follow the Student Expectations in the signed Studio Policies & Code of Conduct.
- Velocity Complex is not responsible for lost/stolen property. Please do not bring valuables to class.
- Studio reserves the right to adjust scheduling or instructors as needed.
- Choreography and instructional content is studio property and may not be replicated or shared without permission.
- Unpaid accounts may be referred to a licensed collection agency; collection costs are the responsibility of the account holder (see Payment Authorization and Financial Agreement).

12 / Safety

If a student is injured, notify the instructor immediately or contact us via email. A medical note may be required before resuming class.

Our studio is equipped with monitored security cameras.

13 / Dress Code

Hair

Hair should be neatly pulled back and kept out of the way. The ideal hairstyle often varies based on the athlete's individual hair type.

For athletes with long or medium-length hair, styles like braids, buns, and ponytails are most effective. Flat hair clips, bobby pins, and fabric headbands are excellent choices for securing short hairstyles. It's important to avoid hairstyles that could fall into the eyes or be at risk of being stepped on by either the athlete or the coach while being spotted and performing skills.

Uniform

Wear form-fitting athletic clothing that won't move around when going upside down or being spotted by the coach. Your athlete will feel more secure if they are wearing something that stays in place, no matter the trick being worked on.

Bodysuits, crop tops, tank tops, with footless tights, leggings or shorts are best.

Syllabus Acro Technique classes

Athletes in syllabus-based Acro Technique classes are required to wear all black, in one of the following:

- Black biketard or unitard
- Black dance leotard with black dance shorts
- Athletes aged 10 and older may wear a black crop top with black shorts or leggings

Approved attire is available for purchase or order at the front desk.

Nails must be trimmed — no long, fake nails.

Jewelry

Only small stud earrings are permitted. For the safety of your athlete and the coaches, only stud body jewelry is allowed to be worn while training, with an exception for medical tags. No necklaces, bracelets, hoops, long earrings, or body jewelry.

14 / Acrobatic Arts Exams

Students in Syllabus Acro Technique classes will be prepared for Acrobatic Arts examinations. Participation is optional but encouraged. Additional exam fees apply.

Mock exams: February 25 & 26, 2027 (tentative)

Exams: February 27 & 28, 2027 (tentative)

15 / Attendance

Consistent attendance is expected. Please notify the studio of any planned absences.

Use the StudioPro app to check in and report absences.

If your child is unwell, keep them home and notify the studio. If your child is injured, please notify their coach and have them attend their scheduled classes; their coach will give them an alternative lesson plan to accommodate. A doctor's note may be required for return to train.

16 / Social Media / Online Policy

All content posted to social media while affiliated with Velocity Complex must reflect our values and Code of Conduct.

Not permitted:

- Disparaging, hateful, or inappropriate comments
- Sharing sensitive studio information
- Posting photos/videos of athletes without consent
- Posting names, ages, or locations of minors

Any studio-related concerns should be discussed privately with management, not posted online.

17 / KidSport Grants

Our Acro and Circus classes are eligible for KidSport funding. Apply through KidSport Canada.

<https://kidsportcanada.ca/>

18 / Faculty 2026–2027

- Cheri Berg (Owner & Manager)
- Candace Kalwajtys (Head Coach & Artistic Director)
- Avery Denington
- Kathryn Filevich
- Kiley Ma
- Julia Patrick

This handbook is subject to change. The most current version will always apply. Last updated: July 2026.