

Hi Parents,

Welcome to the DCU and thanks for joining **The DCU Family** as we celebrate our 17th year!
From our family to yours-we wish you and your child the best educational experience possible.

Here are some things you need to know:

DCU OFFICE HOURS: Hours are posted in the lobby and waiting area.

Please note: The Office is not open at the same time every day. *There may not be an office staff secretary available during the start of the 1st class of the day-however someone will be here before the 1st class of the day dismisses. Please make ALL PAYMENTS during a time when a secretary is available. There is always a secretary here weekly with the exception of Wednesday.*

PAYMENTS WILL NOT BE ACCEPTED BY THE TEACHING STAFF

PAYMENT POLICY: Tuition is an **annual tuition** based on the **total number of classes in the DCU calendar year** (September-May), *not in the month.* The **annual tuition can be paid in full** (5% discount) or is **divided into equal installments** that are **due by the 1st of every month.**

Payments received after the 8th of each month are LATE (LATE FEE \$15.00, no exceptions)

1. Payments can be made in 2 ways:

- a) Payable to a DCU **Office Staff Member** during regular “office hours”.
- b) Mailed to the DCU. *Send payments to: The DCU, 119 North Main Street*

2. If the studio is closed for a Holiday or due to inclement weather, ***payments are still due and must be made on another day to avoid additional billing of late fees.***

3. If your child misses class due to illness or other, ***payments are still due before the 8th of the month to avoid additional billing of late fees.***

4. ***Post-dated checks after the 8th & Back-dated checks received AFTER the 8th will be billed the \$15.00 LATE FEE (NO-EXCEPTIONS) Please include this with your payment.***

Please note: If you need a different payment due date that better suits your needs or if you experience financial difficulty during the year, please do not hesitate to speak to us as we are more than happy to work with you.

BILLING QUESTIONS: You may call The DCU on Monday from 9:00-Noon or Wednesday from 9:00-Noon should you have questions regarding billing and your account.

STUDIO SAFETY: (THIS IS A VERY IMPORTANT SAFETY POLICY!)

➤ **NO PARKING IN THE ALLEYWAY!!!** *Please park on the side streets around DCU.*

The alleyway is for student “DROP OFF” ONLY! *If you come in, you need to park.*

➤ Students are **“OUR” responsibility** during their scheduled classes!

Parents, you must come in to pick up your child/children in the lobby at dismissal!!! All classes dismiss **5 minutes before the hour** at which time they are **“YOUR” responsibility**, so please arrive on time. **PLEASE CALL DCU at 512-398-9006** should you run late.

FOR YOUR CHILD’S SAFETY-NO STUDENTS CAN EXIT INTO THE ALLEYWAY.

Students that do NOT have a parent present in the lobby upon dismissal will sit inside the Office with a secretary until you arrive, *if no secretary is present than they will sit with their*

teacher in the gym or dance studio until you arrive. **Your child's safety is important to us.** Students picked up **after** a 10 Minute grace-period will be charged a **late pick-up fee of \$10.** If you are **more than 30 minutes late** you will be charged a **late pick-up fee of \$20.**

FLOW of TRAFFIC: *This will help with the safety of our students!*

To maintain a safer alley-way, as this is our “entrance” and student drop-off, (NOT PICK-UP), as all parents need to come in to get their children and therefore park on the “side-streets” to do so-as there is **no parking in the alley-way**

-I know it is “safer for all” if we have a “traffic pattern/flow/direction”.

Please enter into the alleyway from “Walnut Street” and exit onto Church Street.

Your help following this simple traffic pattern will reduce the risk of a potential accident. *This will help to ensure the safety of all our clientele, especially the children being dropped off.*

DRIVE SLOWLY THROUGH THE ALLEY-WAY...LOOK OUT FOR LITTLE ONES!

STUDIO INFORMATION: *There are several ways to stay informed about DCU policies, upcoming events etc... **VISIT OUR WEB-SITE** at www.TheDCU.org*

- a. Read the **Dry-Erase Board** in the **Lobby** (above the “cubbies”) weekly.
- b. Read the **poster boards** in the **Lobby**.
- c. Read the **Bulletin Boards** in the **Office** (waiting room) weekly.
- d. Check the **counter-top** in the **Office** for memos.
- e. Read the **flyers** hanging off the counter or that are taped on top.
- f. **Read our DCU Brochure**, containing Fee Rules and Policies
- g. **Speak to the Front Office**-they are always happy to help
- h. **Listen to staff/teacher announcements at the end of class.**
- i. **Read signs on our entrance door.**
- j. **Newsletters**-distributed 4-6 times a year.

Newsletters will be on our website. The first newsletter will be posted on SEPTEMBER 15th. We will also have copies available should you need one.

We post and issue a lot of useful information that we hope will help to make your experiences at The DCU more positive overall. We are always happy to help in any way we can, *just ask.*

Class Moms/Dads: We will have a sign-up sheet on a clipboard on top of the counter for parents that are *willing to help with your child's class this year.* There are “two” spots per class that need to be filled.

Responsibilities-to help in getting out all information that is pertinent to your class, memos, newsletters, reminder notices, instructions etc...

We need volunteers to help throughout the year, especially for our annual productions.

If you have a hidden special talent: seamstress, set design, prop design, artist etc... we could use your help so please let the front office or Miss Cathy know. We greatly appreciate it.

We want your experiences at The DCU to be “POSITIVE IN EVERY WAY”
so please let us know how we can help in meeting your needs.

PLEASE HAVE A FABULOUS YEAR! WE LOOK FORWARD TO SERVING YOU!