

**Dezerland Park
Parents and Students
Handbook**

THE ACADEMY



2019-2020



It is our absolute pleasure to welcome you to The Academy's family. We're excited to see so many familiar faces and thrilled to meet all the new members joining our community. We have created this handbook to explain what you can expect from our program throughout the year, and to answer some questions you may have before the year begins. We would love for you to take the time to read this information carefully, and to keep this handbook in a safe place to refer to as needed. However, please don't hesitate to contact our friendly office staff, who are always here to help and will happily answer any questions you may have. 😊

QUICK REFERENCE INFORMATION

Address:

14401 NE 19th Ave, North Miami, FL 33181

Direct Number:

786.590.5006

Program Director: Veronica Tirado

Mobile Number- 954.284.1823

Email: classes@dezerlandpark.com

Website: www.dezerlandpark.com



Mission Statement

The Academy is a place where people of all ages, shapes and sizes learn how to work hard to achieve their goals. This is a facility where creativity, individuality and self-expression is encouraged. We are a community of teachers, students and families who are passionate about seeing students grow as athletes. Our goal is to create a positive and happy experience for all of our students. We strive to nurture and develop talent, celebrate the achievements of all students and inspire a love and appreciation to the discipline of Parkour, Aerial Circus, Ninja Warrior and Martial Arts. We are committed to providing a safe and positive environment in which all students can feel empowered, comfortable and free to express themselves.

It's very important to us here at The Academy, all members of our team share our vision, our purpose and the philosophy that encompasses everything we do both in and outside of our classes. This is a vision that is shared and demonstrated by the directors, teachers and staff members at our facility and it is the driving force behind every interaction with our students and their families.



1) Registration

Before lacing up those ninja shoes or putting on that beautiful new leotard, it's important that all students and/or parents – whether returning or new - fill out and sign your registration paperwork so we can ensure we have the most up-to-date contact information for each participant. This information includes your registration form and updated waiver.

Our annual registration fee is \$50 per student or \$75 per family and must be paid in full prior to the commencement of classes. Please ensure your payment is complete and on time via Credit Card or Cash as failure to pay your registration fee in time may result in losing your place in the class.

We encourage all of our students and families to try a variety of disciplines and we are more than happy to accommodate trial classes for existing students who want to try something a bit different. Please contact reception if you would like to try a new class and we will happily schedule a meeting and fit you in for a trial (provided the class has not reached capacity).



2) Communication

We are BIG on communication here at The Academy. It is our promise to respond to all inquiries within 24-hours and we will never leave a query unanswered. Our friendly office staff can be contacted on our direct line 786.590.5006 between 9am-7pm, Monday- Friday or by our mobile/cell number 954.284.1823 via SMS.

For convenience, our primary means of communication is via email. You will receive regular newsletters and important information via email so please ensure you have provided the studio with an up-to-date email address that is regularly checked. We are happy to include multiple email addresses per family if you would like your correspondence sent to more than one account.

We always display important information on our noticeboard in the reception, area so please have a quick look when dropping off and picking up in case there is anything you may have missed. We are always happy to chat in more detail about communications you may receive from Ninja Lounge, so if you need any clarification please don't hesitate to call us at 786.590.5006 to chat with one of our helpful team members.



3) Important Dates

We understand wholeheartedly how busy the lives and schedules of our families can get as the year progresses, so we have compiled important dates in order to plan ahead. Below, we have listed our most important “Save the Dates” and will email you more information (including times, costumes, requirements, etc.) as the date nears. If you know ahead of time that your family will be unable to attend these events due to planned holidays or existing commitments, please let reception know at your earliest convenience.



DateS	Event/ Description
09/02/19	Labor Day, CLOSED
11/11/19	Veteran's Day, CLOSED
11/27/19 - 11/29/19	Thanks Giving, CLOSED
12/15/19	Winter Showcase
12/23/19, 12/26/19, 12/27/19, 12/30/19, 01/02/19, 01/03/19	Winter Camp
12/24/19 - 12/25/19	Christmas Eve, Christmas Day, CLOSED
12/31/19 – 01/01/20	New Year's Eve, New Year's Day, CLOSED
01/20/20	Martin Luther King, CLOSED
02/17/20	President's Day, CLOSED
3/15/20	Aerial Youth & Adult Competition
4/09/20 – 04/17/20	Spring Break Camp
05/17/20	End of the Year Recital/Showcase
05/25/20	Memorial Day, CLOSED
05/31/20	Parkour Youth & Adult Competition
06/05/20	Last Day of Class



Code of Conduct

To ensure The Academy is run smoothly & safely, and is an enjoyable experience by all, below you will find our Code of Conduct. As always, we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to take disciplinary action or dismiss any students or parents who breach our facility's Code of Conduct.

Strategies implemented when behavioral issues arise are:

- redirecting focus
- providing personal space
- modeling
- conflict resolution
- role playing
- positive reinforcement

In some cases, isolation from the activity settles the problem. The isolation is limited to one minute per year of age at most.

No classes (including private lessons) or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class and if messages or food/drink/medication need to be passed on to a student, it must be done through one



of our staff members. All parents must wait in the waiting areas until classes have been dismissed.

We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact us immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.

All questions or comments must go through reception. Personal meetings with the Program Director can happily be arranged via reception.

In the rare case of a parent or student showing disrespect to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the Program Director. Physical, mental, emotional or cyberbullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

The Academy takes no responsibility for lost or stolen property. We encourage our families to avoid bringing valuable items into the facility whenever possible.



5) Safety

The safety of our families is The Academy's number one priority.

As part of your completed registration, you have permitted us to proudly use images and video footage of your student for advertising and promotional purposes. Should you have any concerns whatsoever with signing this declaration, please see our reception staff who will be happy to assist you.

Our staff members have all been certified in First Aid and CPR. We enforce a nut-free policy at the facility to ensure the safety of any students or parents with allergies to nuts or nut products and encourage gluten and dairy free foods when involved in fundraisers or events.

Within our enrollment paperwork, you will also find a waiver. Please read and complete this document carefully prior to the commencement of classes in order to understand fully the rights and responsibilities of your family and our gym.



6) Privacy

When you purchase or hire a product or service with The Academy at Dezerland Park, the information we may collect from you includes your name, address, telephone number, email addresses, medical information and sometimes credit card or bank details. It may also include details of the products and services we provide to you as well as the status of your enrollment. We only collect information directly from our students or their parent/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

We may occasionally use your contact information to promote offers that may be of interest to you unless you contact us and tell us not to do so.

We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

Information is stored securely in paper or electronic form and is accessible only by authorized personnel.

If you would like to know what information we hold, wish to update yours, or request removal from all further direct marketing communications, please contact our office.



7) Uniform

At The Academy, we believe that wearing studio uniforms gives students a sense of belonging to our family and creates an identity for our Academy's family in the greater community.

Uniform Benefits:

- Encourages discipline
- Helps students resist peer pressure to buy new/trendy clothes for class
- Helps identify non-students in the studio
- Diminishes economic and social barriers between students
- Increases a sense of belonging and school pride
- Promotes safety in class

Uniforms can be purchased year-round at our front desk.



STYLE SPECIFIC uniform requirements are as follows:

Aerial- Clothing that covers the back of their knees and torso for all aerial classes. This will help avoiding burns caused by friction with the silk or hoop.

Dance- Comfortable clothing that allows them the ability to stretch and move properly. Dance shoes are preferred.

Martial Arts- New students must wear an all white Karategi. The uniform shall not have emblems from other schools/academies or styles. Always wear a clean uniform. Each student must have available for use their own, correctly sized qualified protective equipment in order to minimize risk of injury to his/herself or other classmates. Not all white uniforms or protective equipment are valid. Please check with the instructors.

Ninja/Parkour- Athletic style shirt and pants or shorts as well as athletic shoes, preferably with good grip.



8) Payments

All billing is done by credit card via an authorization form. The set amount will be withdrawn from the provided account on the 1st of each month. All returned payments are subject to a \$5 processing fee and payments rejected for insufficient funds or a closed account may also be assessed a \$35 NSF fee.

In the event that you default on your child's payments, your child must unfortunately be released from the program.

The Academy DOES NOT ISSUE TAX STATEMENTS, so all parents must keep track of information as needed. There will be a \$25 book-keeping fee to print out all individual receipts.

Please be sure to inform our office of any changes in schedule. Changes must be done **IN WRITING**, two weeks in advance. If your child(ren) will be dropped off early or picked up late for classes, there will be an early/late fee of \$15 after each 10-minute interval. This fee is per child and will continue accumulating until the child(ren) is/are picked up. Late drop off/pick-up fees will automatically be charged to the credit card on file within one week of the infraction.



9) Attendance and Make up Classes

Your child's attendance in class is very important to their peers and our teaching staff. As a member of the team, it is a commitment for you to ensure your child attends their classes on time each week and attends all lessons planned for them. Not only do absences impact the routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group.

If you know ahead of time that your child will be absent due to holidays/vacations, commitments or school trips, please let us know ahead of time so the class impact is minimal. If your child is not feeling well enough to attend class, we ask that you inform our admin team as soon as you can so they can inform teachers and make necessary arrangements.

There are no refunds for absences due to sickness, vacations, mishaps, holidays or unforeseen circumstances (including but not limited to evacuation or natural disaster). Make up classes can be made up to the last day of the current month. Each student has a limit of two (2) make up classes and all must be with a written excuse. All excuses should be sent to classes@dezerlandpark.com. Make ups are based on availability and need to be made with a similar age and level group.

Unfortunately, we are unable to accommodate make-up sessions for students who don't show up to classes without a written excuse.



10) Our Teachers / Faculty

Finally, it is our pleasure to introduce our hand-picked staff for the new 2019-2020 semester! Our enthusiastic, passionate and dedicated teachers are thrilled to be a part of your family's journey this year. We are truly looking forward to growing and molding this new generation of skilled, confident, genuine and unique performers. Below is a link to view the list of this year's instructors.

<http://ninjalounge.com/coaches/>

