

# 5 Factors That Make DYD Unique!

If most studios seem to have:

- Qualified, friendly teachers
- Experience teaching children
- A big show at the end of the year

Aren't they all pretty much the same? Does it really matter where you decide to enroll your children?

**YES!**

Here are 5 factors that make a huge difference in the quality of instruction your child receives, the amount of extra work and hassles the parents must deal with, and the overall enjoyment and satisfaction of being involved with a dance program.

## **1. How are the dance rooms constructed?**

Dance is a very physical activity that requires a lot of jumping. This can put stress on the bones and joints. Most dance footwear does not provide any cushioning or support. The best way to prevent potential injury is by choosing a studio with a professional "floating floor". A floating floor is a dance floor that rests on a system of high-density foam to absorb the shock of jumping. A high-density foam base is superior to a "sprung floor" which usually consists of a wood structure built on the regular floor. All 4 of Dance Your Dreams classrooms have floating floors to protect all of our dancers from injuries.

## **2. How well does Customer Service support you?**

Many studios have no one working the desk/office while classes are running or have a student's parent answering phones while classes are running. As a result, customers have to wait to ask their questions or make payments. We have an office staff available at all open times that is ready and willing to answer any questions you have and assist you with information, registration, payments, and anything else you can think of. Our website also offers a Live Chat feature where you can chat with one of our staff members 24 hours a day, 7 days per week. Our average response time to emails sent to our general email address ([office@danceyourdreams.studio](mailto:office@danceyourdreams.studio)) is less than an hour. Our studio phone can also be texted for your convenience. We strive to keep our lines of communication open to our dancers at all times!

## **3. Where can I find the information I need?**

Very often studio owners get busy teaching classes and do not have the support staff to supply the information you need to know what is going on ahead of time. We have a full support staff and information system that always keeps you informed well ahead of time as long as you use it. Our office staff is always available during our open hours to answer any questions that you have. Newsletters go out every month on our website with an email to remind you to read it. A paper copy will also be posted on our bulletin board inside of the studio. Whenever important dates are near, you will receive an email directly from us reminding you something important is coming up! All important schedules are also posted on the website, Facebook, bulletin board, emailed, etc so you can always look back if you lose something. You will never miss a date! Our text message system is also very helpful when it comes to getting information out quickly and efficiently.

## **4. Hassle Free Payments and No Late Fees!**

Most studios accept any form of payment, but include a huge late fee policy. If you forget to pay that bill on time just once, you will pay their late fee that month. We have adapted a hassle free, never have to think about it unless you want to, payment policy that allows you go through the entire year never worrying about forgetting to pay your bill and getting a late fee. Ask us how it works!

## **5. Part of the Family**

Dance Your Dreams has dedicated its passion of dance to making sure no one feels left out. Your dancers spend almost as much time with us as they do with you and they deserve to feel comfortable inside the studio! Our class sizes are kept small, one teacher/assistant to every 5 students, to ensure that your dancer receives enough attention and one-on-one training to be sure they are progressing at a rate that works best for them. Dance Your Dreams owner, Miss Laura Adams, prides herself in making sure she has the opportunity to meet each one of the dancers personally, even if she doesn't teach him/her. We also offer many events throughout the year to get all of our dancers involved, making friends, and having fun! Dance Your Dreams is proud to participate in a "Zero Tolerance" for bullying policy and ensuring that all lines of communication are always kept open. From texting the studio phone number to Live-Chatting on our website, we are always available to answer questions and help with concerns. To be sure that all of our dancers and their families are always kept in the loop, we offer many forms of communication to get information, guides to make events as easy as possible, and teachers/staff available to answer questions at all times. We are beyond words excited to have you and your family a part of our big, crazy dance family!