



COMMUNICATION POLICIES

POLICY FOR COMMUNICATING WITH INSTRUCTORS

We work very hard to keep you informed by emailing a monthly newsletter and keeping our website up to date. However, it is your responsibility to keep up to date by reading newsletters, e-mails, and checking the website and MDM Facebook page.

If you have a question about the dance studio please do not ask instructors during or between classes. The instructors have a very tight schedule and are not able to meet with parents during or between classes because it can use up valuable class time or cause a class to begin late.

Please respect the instructor's private time by NOT calling, texting, emailing or Facebook messaging them directly about dance related matters. Instructors will not reply to Facebook messages, texts, phone calls or messages sent to their personal accounts and phones.

CONTACT INFORMATION

Please direct all inquiries, including notification that a student will miss class, to the contacts below. Our office staff will ensure that your communication reaches the appropriate person. As a general policy, we make every effort to respond to all inquiries within 24 hours. Please note that inquiries made through the MDM Facebook page are only checked once a day (excluding weekends). Email is the fastest and preferred method of communication.

- Email: office@dancemechanix.biz
- Phone: 316 - 337 - 5299 (JAZZ)
- Emergency Email*: dancemechanix@gmail.com

*If you have an emergency that occurs outside of normal business hours and needs quick attention, you may use the email address above. During business hours, please direct all communication to the main email address.

PERSONAL APPOINTMENTS WITH MDM STAFF

Our instructors maintain a very tight schedule and have limited time for personal appointments. However, we value your satisfaction with our program and take your concerns seriously. If you have a matter that requires a phone or personal appointment with one of our instructors, please request an appointment online by submitting the form under the Parent section. You may also request an appointment at the front desk. In general, appointment times are limited to 15-30 minutes.