

Welcome to a brand-new season at Culture Shock Performing Arts Center!

Whether your family is joining us for the very first time or you've been part of Culture Shock for years, we are so excited to have you with us.

We know starting a new dance season comes with a lot of information: schedules, shoes, payments, parking, policies, and questions! Our goal is to make everything as simple as possible so that when your dancer walks through our doors, they can focus on what they're here to do:

Learn, grow, make friends, build confidence, and DANCE!

Culture Shock is here because **we genuinely love what we do**. Our teachers and staff care deeply about our dancers, their training, and the experience our families have here.

Please take a few minutes to read through this Welcome Guide and save it for future reference. There is a lot of information here, but once you get familiar with how we operate, we think you'll find that almost everything you need is right at your fingertips!

LET'S START THE SEASON!

Our 2026-2027 dance season officially begins Monday, August 31!

We hold classes throughout the entire week, so your dancer's first day depends on their regularly scheduled class day:

Monday Classes: August 31

Tuesday Classes: September 1

Wednesday Classes: September 2

Thursday Classes: September 3

Friday Classes: September 11 (Closed on September 4 for Labor Day Holiday)

CONTACTING CULTURE SHOCK

Culture Shock Performing Arts Center
1223 Pottsville Pike Shoemakersville, PA 19555

Director Email: info@cultureshockpac.com

Front Desk Email: CSPACFrontDesk@gmail.com

Website: www.cultureshockpac.com

App: Culture Shock PAC - available FREE for Apple and Android

Studio Phone

We are currently transitioning between studio phone services and are temporarily **not accepting phone calls**.

We will announce our new studio phone and text information as soon as it is up and running.

In the meantime, please use email or the Culture Shock PAC app to communicate with us.

YOUR APP = YOUR CULTURE SHOCK HEADQUARTERS!

Every Culture Shock family must download the free Culture Shock PAC app.

Through the app, you can:

- Receive important push notifications
- View and sync the studio calendar
- See your dancer's current class schedule
- Access your Jackrabbit Parent Portal
- View and pay your account
- Register for additional classes
- Submit dancer absences
- Receive weather closures and class updates
- Access important studio information

We are also working on adding a **chat feature through the app** so families can connect with teachers directly through an appropriate studio communication channel.

Our goal is to make the app the first place you look when you need something. So much of the information you need throughout the season can be found right at your fingertips!

FRONT DESK HOURS

Regular Season Hours

Monday - Wednesday | 5:00 - 7:00 PM

Thursday - Sunday | Front Desk Closed

Our front desk is primarily available for families who need **in-person assistance** when a teacher or staff member cannot immediately help.

Even when the front desk is closed, you can still reach us through email.

We will also keep helpful information and resources at the front desk that families can access even when someone is not physically sitting there.

While our front desk will not always be staffed, there will be people throughout the building who can assist if something urgent arises, including teachers, the Director, parent volunteers, and our Community Operations Manager, **Miss Ashley Strause**.

Please Respect Our Staff's Personal Time

Personal texts, personal social media messages/DMs, or other private communication between dance parents/students and Culture Shock teachers or staff are NOT permitted.

Please do not contact teachers through their personal phones or social media accounts regarding studio matters.

Our teachers deserve privacy and personal time outside of the studio, just like our dance families do. Please use our official Culture Shock communication channels so we can help you appropriately and keep communication organized.

WHAT TO EXPECT DURING YOUR FIRST TWO WEEKS

Arrive 10-15 Minutes Early

During your first week, please arrive approximately **10-15 minutes before class**.

This gives you time to park, find your classroom, change shoes, and get settled without feeling rushed.

Extra Front Desk Help!

For the **first two weeks of classes**, our front desk will be open **Monday - Thursday** to help with:

- Enrollment questions
- Tuition and payment questions
- Using the app
- Parent Portal assistance
- Finding your dancer's class
- General studio questions

After the first two weeks, we will return to our regular **Monday - Wednesday, 5:00 - 7:00 PM** front desk schedule.

MEET YOUR TEACHER

During the first week, each class will set aside a few minutes at either the beginning or end of class for your teacher to:

- Introduce themselves
- Give you a brief overview of the class
- Explain what dancers will be working toward and our evaluation period
- Share class-specific expectations or information

- Provide important updates
- Answer questions

Parents, please make every effort to attend this portion of your dancer's first class!

Getting to know your teacher, the studio, and how your dancer's class operates will help you feel much more comfortable and confident as we begin the season.

DRESS CODE & DANCE SHOES

Each style of dance has its own dress code.

For your dancer's complete dress code, visit:

www.cultureshockpac.com/classe...

Select your dancer's **style of dance**, then click the "**Dress Code**" link.

To purchase dancewear and shoes try:

www.discountdance.com

www.dancewearsolutions.com

DANCE SHOE GUIDE

JAZZ

Miss Mikayla & Miss Chayse: Black slip-on jazz shoes

Miss Sami & Miss Abby: Tan slip-on jazz shoes

TAP

Miss Mikayla: Black tap shoes. Flex soles are preferred, but not required.

Miss Ashley: Black Mary Jane tap shoes

HIP HOP

Indoor-only sneakers with ankle support are required for class.

For performances:

Miss Mikayla & Miss Trina: White sneakers

Miss Jen: Black high-top sneakers

Ordering links for performance Hip Hop shoes will be provided soon.

IRISH STEP

Girls: Black Irish dance ghillies

Boys: Black split-sole dance shoes

Irish Step shoes can be purchased through Kelly's.

BALLET

Miss Abby & Miss Chayse: Pink canvas ballet flats

Miss Ashley: Black ballet flats for recital. Dancers may practice in another color.

CONTEMPORARY

Miss Chayse: Foot Undeez.

Miss Abby and Miss Trina: No Shoes, may use Foot Undeez in class to practice turns.

CREATIVE MOVEMENT

Miss Ashley: Black ballet slippers for recital.

Dancers may practice in another color ballet slipper. Indoor-only sneakers may also be worn to class until you are able to purchase ballet slippers.

ACRO

Barefoot!

NO SOCKS.

A Note About Purchasing Dance Shoes

Please do NOT purchase dance shoes from Amazon.

While they may appear inexpensive or convenient, we frequently find that these shoes do not provide the same quality, fit, durability, flexibility, or sound as proper dance shoes.

We want dancers training in footwear designed specifically for dance.

If you already own the **correct style of shoe in a different color**, your dancer may absolutely use those shoes for regular class practice.

The specific colors listed above are primarily required for **recitals and competitions**.

INSIDE OUR DANCE ROOMS

NO street shoes are permitted on our dance floors.

Our professional dance flooring can be damaged by rocks, dirt, and debris carried in from outside. Our dancers also spend a significant amount of time stretching, sitting, rolling, and working directly on these floors.

When parents are invited into a classroom, you must either:

- Remove your shoes, OR
- Wear the provided disposable shoe coverings over your shoes

This protects our dance floors and our dancers!

Food, Drinks & Gum

Chewing gum is PROHIBITED in all classrooms.

No food or beverages are permitted inside the dance rooms **other than water**.

This helps us keep our rooms clean and pest-free, and it is especially important because we have dancers with food allergies.

Please help us respect everyone who shares our space.

PARKING LOT SAFETY

This is extremely important!

Our parking lot has **ONE ENTRANCE** and **ONE EXIT**.

When facing the building:

FIRST OPENING = ENTRANCE

SECOND OPENING = EXIT

EVERY vehicle must follow this traffic pattern.

When entering the lot, cars must drive completely into the parking area and either fully park in front of the building or continue into our large side lot.

Dancer Drop-Off

If you are dropping off a dancer, **you MUST drive completely through to the side lot.**

Do not stop near the entrance to let a dancer out. This blocks incoming traffic and can create a dangerous backup onto Pottsville Pike.

Dancers should use the sidewalk that lines the building to walk safely to our main entrance.

Our main studio entrance is the **double doors directly underneath the Culture Shock sign.**

Dancers age 8 and younger may NOT be dropped off unattended. Please park and walk them inside.

Side Lot Parking

When parking in the side lot:

Pull all the way forward to the fence first.

Fill that row before beginning another row through the center of the lot.

If everyone works together and parks thoughtfully, we can safely fit a large number of vehicles in our parking lot.

Staff members have designated parking behind the building.

PLEASE NOTE:

NO cars may park underneath the gas station sign near the parking lot entrance.

This is NOT an actual parking space. Parking there blocks traffic flow and creates a safety hazard.

Please share these parking instructions with **anyone who may transport your dancer this season**, including grandparents, older siblings, babysitters, or other family members.

OUR LOBBIES

Outdoor Lobby

On beautiful evenings, families are welcome to enjoy our new **outdoor lobby space** while dancers are in class!

Children under age 13 must be accompanied by their parent or legal guardian while using the outdoor lobby.

Parents of preschool-aged dancers are asked to remain in the **indoor lobby** during class in case your child needs you.

Our Updated Indoor Lobby!

Our indoor lobby received a fresh update this season!

We've added additional seating and can now accommodate approximately **14 more people** than last season.

We hope this makes waiting for your dancer much more comfortable!

LOBBY ETIQUETTE

Our walls are thin and our ceilings are high.

We can hear EVERYTHING!

We want our lobby to feel comfortable and welcoming for everyone.

During class time, please:

- Keep conversations at a reasonable volume
- Avoid gossip
- Avoid inappropriate or negative conversations
- Be mindful of the dancers and families around you
- Supervise children who are waiting with you
- Clean up after yourself

We completely understand that things get loud between classes!

But while classes are in session, think of our lobby as a calm space where someone could comfortably read a book, work on their laptop, or simply relax while waiting for their dancer.

RESTROOM REMINDERS

We have **two** restrooms and a **LOT** of dancers and families using our building each evening!

Whenever possible, please encourage your dancer to use the restroom **at home or school before coming to dance**, especially our younger dancers.

Parents of preschool-aged dancers should remain in the indoor lobby in case their dancer needs bathroom assistance.

Culture Shock teachers and staff do not provide potty or bathroom assistance. A parent or legal guardian must assist any child who requires help.

For our older dancers and family members: please be considerate of everyone waiting to use the facilities. Use the restroom for what you need, clean up after yourself, and make the space available for the next person as quickly as possible.

Baby Changing Station

If you use the changing table in the bathroom, please place used diapers and wipes inside a bag, **tie the bag securely**, and then place it in the trash can.

Bags are provided underneath the changing table.

Please help us keep our bathrooms fresh and comfortable for the next guest!

PLEASE HELP US CARE FOR OUR STUDIO

Culture Shock is everyone's dance home during the season. Please help us keep it looking beautiful!

If you spill something, **clean it up**.

If you leave crumbs behind, **sweep them up**.

If you make a mess, **please don't leave it for the next person**.

We have brooms and cleaning supplies available if you need them.

Hundreds of people share this building every week. A little effort from everyone makes a HUGE difference!

TEEN DANCER'S LOUNGE

We have a special lounge exclusively for dancers **age 13+**.

This is intentionally a cozy space, so our age requirement will be strictly enforced.

No dancers under 13 and no parents are permitted in the Teen Dancer's Lounge.

The lounge is intended for our teens to:

- Relax between classes
- Complete homework
- Eat during long breaks
- Spend downtime between classes

There is an opening directly to the front desk so teachers, front desk staff, and the Director can keep an eye on the space.

We ask our teens to treat this privilege responsibly.

Keep it clean. Respect the furniture. Respect one another.

NO CHANGING CLOTHES IN THE TEEN LOUNGE!

Please use the bathrooms for changing.

Remember, we only have two restrooms, so dancers should change efficiently and be mindful of others who may be waiting.

If the Teen Lounge is repeatedly abused or not kept clean, lounge privileges may be removed.

TUITION & PAYMENTS

Monthly tuition is due **between the 1st and 7th of each month.**

We accept:

- Credit/Debit Card
- Bank Draft
- Check
- Cash

Credit/Debit Card

Pay directly through your Parent Portal in the Culture Shock PAC app.

Bank Draft

Families may set up payments to come directly from their bank account.

Check

Please write your **dancer's name AND what the payment is for** in the memo section of your check.

Place the check inside an envelope and deposit it into the designated tuition box.

The tuition box is conveniently located **on the wall to the right as soon as you enter the main studio doors.**

You will receive an emailed receipt once your payment has been processed. Please allow up to 5 days for processing.

Cash

Cash payments should be made through the front desk so the payment can be properly recorded and you can receive a receipt.

Cash payments are the only tuition payments that require assistance from the front desk.

Monthly Tuition Rates

- 1 class: \$60
- 2 classes: \$108
- 3 classes: \$153
- 4 classes: \$192

- 5 classes: \$225
- 6 classes: \$252
- 7 classes: \$273
- 8 classes: \$288
- 9 classes: \$297
- Unlimited classes: \$300

Multi-class discounts (10%-50%) are built into the pricing above.

Private Lessons

- 30-minute private (solo): \$45
- 30-minute semi-private (duo/trio): \$30 per student

MAKING TIMELY PAYMENTS

Tuition must be paid **between the 1st and 7th of each month.**

Payments received after the due date will incur a:

\$20 PER CLASS NON-REFUNDABLE LATE FEE

Culture Shock operates just like any other business. Our payroll, utilities, rent, insurance, and other expenses must be paid on time.

Timely tuition payments allow us to meet those obligations and continue providing the instructors, facility, equipment, and programs our dancers deserve.

Please plan accordingly so unnecessary late fees can be avoided.

COSTUME & COMPETITION PAYMENTS

Recreational Costume Fee (per class): \$100

Competition Costume Fee (per class): \$110

These fees include:

- Costume
- Tights
- Garment bag & hanger
- Processing & handling

Tights are included with each costume unless otherwise specified. If tights are not included (such as for boys or select Hip Hop costumes), the fee will be reduced by \$16.

Polynesian Costume Supply Fee (per class): \$180

This is an estimated cost for two costumes. Any remaining balance or credit will be applied to your account once all supplies have been ordered. This does not include seamstress fees, if you choose to have a seamstress sew your costumes.

Annual Fees

(These remain the same but are now grouped together for simpler, easier-to-read statements.)

- Registration/Tech Fee: \$25 (per student)
- Competition Fee (registration & weekend rehearsal time): \$70 (per competition student)

All costume and competition balances must be **PAID IN FULL** no later than December 1.

The entire balance will be placed on your account. Families must choose **one of the following payment schedules:**

OPTION 1: PAY IN FULL

October 1: Full balance

OPTION 2: PAY IN HALVES

October 1: 50%

November 1: Remaining 50%

OPTION 3: PAY IN THIRDS

October 1: $\frac{1}{3}$

November 1: $\frac{1}{3}$

December 1: Final $\frac{1}{3}$

You may always make additional payments or pay your balance earlier.

Regardless of which option you choose, **all costume and competition balances must be completely paid by December 1.** These fee deadlines are set by our vendors. Failure to pay could result in your dancer not receiving their costume on time or not registering for competition.

AUTOPAY IS AVAILABLE!

Want one less thing to remember every month?

Enroll in **AUTOPAY** and we'll take care of your scheduled payments for you!

A family Google Form will be sent during the first week of classes. All families wishing to participate in autopay must complete this form, and information regarding autopay options will be included.

FUNDRAISING OPPORTUNITIES

Throughout the season, we periodically offer optional fundraisers to help families offset dance expenses.

Fundraising credits are placed **directly onto your dancer's Culture Shock account** and may be applied toward:

- Tuition
- Costume fees
- Competition fees
- Culture Shock merchandise

Fundraising credits are strictly for Culture Shock expenses and **have no cash value**. They cannot be exchanged for cash or a check.

Our first fundraiser will be announced during the first week of classes!

We have a designated area on the wall across from the front desk for families to pick up fundraiser packets.

Paid fundraiser orders will also have a designated drop-off location at the front desk.

REPORTING ABSENCES

You can now submit your dancer's absence yourself through the app!

Log into your **Jackrabbit Parent Portal**, select your dancer's name, scroll down, and choose **Submit Absence**.

Absences can be submitted up to **one hour before class time**.

We are also working toward adding a studio text-message option for last-minute absences and late arrivals once our new phone service is operational.

Parents of ALL dancers under age 17:

You **MUST** notify us when your dancer will be absent.

Please do not assume we know why your dancer isn't there.

We want to know that your dancer is safe, and teachers need accurate attendance information to properly plan their classes.

This is especially important for our **competition dancers**. When one dancer is missing, it can affect choreography, formations, partnering, and the entire class.

Make-Up Classes

We do **NOT** provide make-up classes when a dancer misses their regularly scheduled class.

Make-up classes are only provided when **Culture Shock cancels class**, such as due to weather, instructor illness, emergencies, or other studio-related circumstances.

SNACKS & DRINKS

Snacks and drinks are available for purchase in our lobby!

Most items are **\$2 and CASH ONLY**.

The cash box is located at the front desk.

We use an honor system, so simply place the appropriate payment into the box when taking an item.

Our facility is monitored by security cameras.

Please respect the honor system. Theft will not be tolerated.

ZERO TOLERANCE FOR BULLYING

Culture Shock should be a place where **dancers, families, teachers, and staff feel safe, comfortable, and respected.**

Bullying will not be tolerated from anyone: dancers, parents, teachers, staff, or guests.

We encourage our dancers to respectfully stand up for themselves and communicate when something makes them uncomfortable.

If something happens once and your dancer is able to appropriately advocate for themselves, we encourage them to do so.

If it happens again, please let us know.

Our teachers and staff will absolutely intervene when we see or hear inappropriate behavior. However, we also recognize that not everything happens where a teacher can see it. Situations can occur in the lobby, at school, online, or outside of the studio.

We need our dancers, families, and staff to work together to make sure everyone feels safe and welcome.

If a problem persists, Culture Shock will take the necessary action. Continued bullying, harassment, or inappropriate behavior may result in disciplinary action, up to and including **denial of services to a dancer or family.**

Our expectation is simple:

Be kind. Be respectful. Be supportive of one another.

WE'RE SO HAPPY YOU'RE HERE

A dance studio is about so much more than learning steps.

It's where dancers build confidence. They discover what they're capable of. They learn discipline and teamwork. They make friendships, experience setbacks,

celebrate accomplishments, and create memories they'll hopefully carry with them long after their dancing days are over.

That's why we're here.

Our teachers and staff genuinely love what we do, and we are grateful that you've trusted us to be part of your dancer's journey.

There will be questions along the way. There will be busy nights. There will probably be a lost dance shoe or two!

We're here to help!

New families: Welcome to Culture Shock!

Returning families: Welcome home!

Here's to an incredible **2026-2027** season!

Miss Trina & the Culture Shock Staff