

Welcome Back Students!



Another summer has come and gone and we are so excited for the Fall dance season to start! Although we're not quite ready to move into our new building, we ARE ready to get things started and welcome many new faces to the APA family. Read the following information to get a jump start on how things work around the studio. There's always a lot of information and it's important to know how to find it.

Need Dance Supplies?



If you need any new dance supplies, head over to Releve Dancewear in Cary (near Crossroads). Their friendly staff will get you all suited up for the rest of the year.

Now that classes have started, you can always access your account online through our customer portal. Just go to our website,

www.apanc.com and click on "Access Your Account". Put in your email address and request a password. Once you get it, you can simply login to check your class information, register for new classes, view your transaction history, or update your contact information.

Click Here
to Access
Your
Account

Weekly Whiteboard Notes...READ ME!

EACH WEEK be sure to read the Weekly Whiteboard for up to the minute information about what's going on at the studio. There is one in the upper lobby and one in the lower lobby for your convenience.

Often times we here, "I didn't know about..." or "How was I supposed to know the deadline was today?" If you feel like you're lost sometimes, here's where you can find what you need to know.

INFO
Center

- ◆ Weekly White Board Notes
- ◆ Weekly White Board Notes Email
- ◆ www.APANC.com
- ◆ Outgoing Voicemail Message
- ◆ Monthly Newsletter Email
- ◆ Mass Phone Call (for really important things)
- ◆ Signs around the studio
- ◆ ... or just call or email, anytime!



Special Promos!

If you love Groupon and Living Social, you'll love our new Special Promos. Every so often (about once a month), APA will offer an unbelievable deal on one of our great programs. The catch is, you will only have one week to take advantage of the offer- no exceptions (and we mean it this time)! Look for our first Special Promo in September.



academy for the
★ Performing
arts

Contact Us Anytime
Monday-Thursday 10:00 am- 8:00 pm

919-367-7210

Frequently Asked Questions

When will APA move to the new location?

Anyone who has been involved with new construction understands how these things go. Originally we were told August, then September, and now they are saying October-November. We will move as soon as the building is finished and we are given the go ahead from the Town of Apex. Until then, we are lucky to still have a space to dance and there should be no interruption in the weekly class schedule. We are all looking forward to our new space, generous parking, and state-of-the-art facility. Until the move, we apologize for any inconvenience and hope all of our loyal customers realize that the end result will be worth all the hassle.

So how does that affect me and my dancer?

You will notice a few changes around the studio. First of all, the lobby will no longer have television sets for watching classes because the lobby is actually going to BE a classroom. Since our new location will have more classrooms, our Fall schedule is set up for 4 rooms. We will be using the lobby as "Studio 4" and having only a small space as a true "lobby" area. Although the classroom space will be curtained off, please keep the noise down while you wait for your dancer.

Where do I park?

We do realize that parking in front of APA is limited, but we do have several easily accessible options very close to us. There is parking both in front and behind the building. You are also welcome to park in the public parking lot in front of the police station. In addition to these options, APA will be offering a drop off service starting in September for our particularly busy class times. So, if you realize the first two weeks of class that parking at your classtime is particularly hectic, you are welcome to utilize our new service. Dancers will be taken from your car and brought to class and then brought back out to you at the end of class. Hopefully this system will cut down on some of the traffic issues until we move to our new location. We are looking for volunteers to help man the new system. If you would like to help, please let us know asap!

What should I wear to class?

Classes at APA abide by a fairly relaxed dress code. For all classes we ask you to wear something that you can move in. No "school clothes" and no denim are allowed in class. Leotards and shorts or pants are preferred in tap, jazz, and hip hop. For ballet and pre-dance, leotards and skirts are preferred. For all dance classes we do ask that you wear dance shoes. For a full list of acceptable dance shoes, visit our website and click on the Studio Policies Tab, then Student Handbook.

Do I need to stay while my dancer is in class?

You sure don't! In the past, we have encouraged parents to stay and watch class on our closed-circuit television system. However, we will not have those up and running again until we get to our new building. When that time comes, our new lobby will not only have ample space but 5 flat screen televisions broadcasting all of our classrooms in real time and full color. In the meantime, since space is limited, we ask that you take advantage of the time your child is here and run errands, visit downtown Apex, or just enjoy the quiet time with a good book.

What are the typical class procedures?

For most 3-5 year old classes parents should drop off their dancer at the door of the classroom (or use our drop off service) & the teacher or teacher's assistant will walk them up to the lobby at the end of class. If we don't see a parent right away, dancers will be brought out to the front area for pick up service. For our 1st grade classes & up the teachers will release students at the door of the classroom & dancers are responsible for walking up to the lobby on their own. Please remind your dancer never to leave the studio without a trusted parent or guardian.

What is a Customer Portal?

The CUSTOMER PORTAL is an online tool that enables each of our students to view and access your account at anytime from the comforts of your own home. You can check your account anytime by going to our website www.apanc.com and then clicking the "Already Dance at APA" star. Then click on the large star on the left. Login by putting in your email and password. If you forget your password you can reset it by clicking on the blue "reset my password" link. In the portal, you can view your account history, your class enrollment and update your personal contact information.

What should I do if I have a question about billing?

If you receive a confirmation email and you need more clarification, you should first take a look at your account through the Customer Portal. If you still have questions, you should contact Ms. Melissa, our Office Coordinator. Although any of our friendly front desk staff can help by looking at your account, they do not have access to make changes or give you specifics. You can email Ms. Melissa through the website on the "Contact Us" page.

How do I get information about important events at APA?

Each Monday, a VERY short email will be sent to you with a few bullet points of important information to keep you in the loop. You can easily be removed from this list, but it's a good idea to take the moment to read the news- it will only take a second. Then, a more detailed monthly newsletter will be emailed to you. Our website is updated weekly with information, become our friend on Facebook and follow us on Twitter. AND- for REALLY important events, we'll even send a mass phone call as a reminder. Finally, if you just want to talk to someone, our friendly staff is happy to answer your questions anytime. Someone is available in the office during all business hours.