

CIRCUS JUVENTAS FAMILY HANDBOOK



CIRCUS
JUVENTAS

1270 Montreal Avenue » St Paul, Minnesota 55116 » 651-699-8229
circusjuventas.org » 501 (c)(3) nonprofit organization



October 2018

Dear Circus Juventas Family Member:

At Circus Juventas (CJ), our beliefs provide the backbone of how we operate. We believe in the magic of circus. We believe in a student's ability to excel. We believe in the transformative power of performance. To sustain these beliefs, the following two pillars are crucial to all that we do:

1. Safety

Safety is our most important tenet, and safety means more than feeling physically safe when doing a trick or using the equipment. It also means that our students feel safe and supported mentally, in everything that they do with us, so that they can succeed and do their best. Many of our core policies are related to safety, and as such, they are simply nonnegotiable.

2. Community

To us, circus means choosing to be a part of and supporting each other in an intentional community. Diversity in age, skills, gender identity, nationality, race, background, and outlook only makes this community stronger. Though our policies about behavior and attitude (for students and students' families) may at first glance seem to be less important to an individual student than safety is, they are critically important for the success of Circus Juventas as a whole.

One of our goals at Circus Juventas is to communicate our values and policies through a multi-platform approach: we advertise them during the registration process, post them around the arena, and foster student initiatives to strengthen said policies and values. However, when these policies are here in one place, we think it makes those policies clearer, especially the interrelationship between safety and community. We're sure these policies will develop over time, especially with input from all of you. Thank you all for making Circus Juventas the amazing place that it is!

Dan, Betty, and all at Circus Juventas

CIRCUS JUVENTAS

CIRCUS JUVENTAS FAMILY HANDBOOK

Table of contents

Mission, Vision, and Values.....	3
Safety.....	4
• Use of Facilities.....	5
• Student Responsibilities	5
• Basic Safety	6
• Active and Passive Safety Equipment	9
• Injuries and Emergencies	10
• Insurance Coverage.....	10
• Emergency Plans.....	10
• Inspections	10
Community	11
• Code of Conduct.....	11
• Gender Identity	12
• Sexual Behaviour	13
• Classes, Registration, and Advancement	13
• Private Lessons, Workshops, and Guest Artists.....	14
• Attendance.....	15
• Class Make-Up Policy and Bad Weather.....	16
• Scholarships, Work-Study Leadership Program, Financial Aid,.....	16
Payment Plans, and Discounts	
• How We Communicate and Solve Problems.....	17
Communications	18
Performances.....	19
• Spring Show.....	19
• Summer Show.....	20
Miscellaneous	20
• Representation	20
• Parent Viewing Area.....	20
• Lockers	21
• General Lobby and Public Area Rules	22
• Pick Up/Drop Off and Parking.....	23
• Cell Phones	23
• Photos/Videos.....	23
• Volunteering.....	24
Summary	24

Mission, Vision, and Values

Mission: Circus Juventas is a 501(c)(3) nonprofit performing arts circus school for youth dedicated to inspiring artistry and self-confidence through a multicultural circus arts experience.

Vision: To be the world's premier youth circus performing arts organization recognized for providing innovative programming, world-class training, and professional-level performances in a state-of-the-art circus center.

Values: Building self-confidence is an important part of our mission and is achieved through creating an environment that encourages leadership and life skills, teamwork, athleticism, artistry, pursuit of excellence, and community service. Combining athleticism with the arts, the values of Circus Juventas include the following:

- Fostering a sense of belonging so that all children and youth, coaches, staff, and collaborators feel welcome, safe, accepted, and valued for who they are.
- Creating a culture of teamwork in which all students play an equally valuable role.
- Embracing the power of mentoring in which boys and girls of all ages work side by side as equals, learning together the values of discipline and hard work.
- Training all students of all levels as a team.
- Honoring the individual by supporting self-discovery, personal development and responsibility, breakthrough achievement, enhanced self-esteem, and appropriate risk taking.
- Teaching students the value of contributing to society through performances at community and charitable events.

Circus Juventas is committed to striving for new levels of excellence in artistry, athleticism, mental acuity, and creativity.

Circus Juventas works to ensure that all people have equal access to its performing arts classes, performances, employment, and volunteer opportunities. Equal access extends to any protected class, including, but not limited to, race, religion, color, sex, marital status, national origin, disability, age, gender identity, or sexual orientation.

Upon request, information can be made available in alternative formats. Also upon request, reasonable accommodation will be made to allow individuals with disabilities to participate in all Circus Juventas services, programs, and activities. Circus Juventas also offers specific programming for differently-abled youth to participate in the circus arts (currently Wings and Out of the Chair).

SAFETY

All students (and their parent(s)/guardian(s) if the student is under 18) must familiarize themselves with these Safety Policies and Procedures and must sign the Safety Policies and Procedures before the first day of class for the current session. By signing, students and/or parent(s)/guardian(s) attest to the fact that they have read these policies and procedures and that they agree to abide by them at all times. At the discretion of Circus Juventas, students who break these policies and procedures will face disciplinary action, which can range from a verbal warning to suspension to expulsion, depending on the nature of the issue. If an infraction results in suspension, the student will not be allowed to take further classes at Circus Juventas (CJ) until a parent/staff/student conference has been attended and conditions rectifying the behavior have been agreed upon.

Families' cooperation in helping to make CJ a safe environment for the practice of circus arts is appreciated by the Board of Directors, coaches, staff, and fellow students.

The goal of our school is defined in our guiding principles and values as an amateur organization that assists young people to develop circus arts and life skills in a supportive environment. The school's first responsibility is to the safety of the participants.

Because the activities are inherently hazardous, it is necessary that all students and/or parent(s)/guardian(s) understand and follow these policies and procedures. If a student or parent/guardian has an idea or concern to address which could enhance safety, staff will be available to take suggestions. Any major concerns should be brought to the attention of a coach or a staff member as soon as possible.



Use of Facilities

Classes: Students should arrive at least 10 minutes before normal class time and use this time to prepare for that class (change clothes, use the bathroom, fill up their water bottle, tie up hair, etc.). Inherent in learning the circus arts is taking responsibility for one's own safety and learning the safety aspects of the equipment, as well as being prepared for one's act. Students may be asked to help set up equipment and mats at the beginning of class.

Individual use: For safety reasons, Circus Juventas prohibits practicing alone without the authorization and supervision of an instructor.

Student Responsibilities

1. The student is responsible for understanding all information specific to the student's class activities. When a student does not understand directions, it is their responsibility to ask the coach prior to participating in the activity.
2. **Forms:** All students must have signed a Policies and Procedures Compliance Statement and Release of Liability/Waiver. All students must have a current Emergency Contact and Emergency Medical Information Form on file. (These forms are generally completed online; they are included in the online pre-registration and biographical forms.) Emergency and medical information must be updated if there is a change in coverage.
3. Parents and students must follow safety instructions by coaches and staff members at all times. This includes, but is not limited to, the following rules:
 - Do not interfere with other activities in the facility. Be aware of other activities.
 - Avoid walking across a crash mat; if there is a crash mat there, it is likely someone is hanging above it.
 - Never walk under a net.
 - Never walk under a trapeze when someone is using it.
 - No one should ever be using equipment without adequate supervision.

- Any injury or incident must be immediately reported to the office. In general, a coach must fill out an Injury Report Form and/or an Incident Report Form before the student can return to class.
- No eating in the training areas of the arena.
- No glass (including, but not limited to, glass water bottles) are allowed in the training areas of the arena.
- Clothes, gym bags, and/or personal articles should be in the locker rooms (in lockers if applicable) or in the cubbies supplied in the front lobby. We are not responsible for any lost or stolen items; valuables should be kept at home.
- Put trash and recycling in trash bins provided. Failure to clean up one's mess will result in mandatory cleanup duty.
- Guests (including children) must observe from designated secure viewing areas, as available. If students are not in class, they should not be "hanging out" by equipment, by the winch, or in the vicinity of any class in which they are not participating.
- Structures in the common areas (for example, the supports in the lobby) are not circus equipment and should never be used as such.

Basic Safety

Common sense: Due to the variety and unpredictability of hazardous situations that could arise, preparedness, awareness, and common sense are critical to safety. If a situation or equipment problem is observed, report it to a coach or staff member immediately.

Be mentally prepared: Students should not try a movement they do not feel prepared to try. Students should anticipate problems, ask questions, and be responsible for themselves.

Be physically prepared: Have adequate rest and nutrition. It is critical to warm up and stretch before class. Wear appropriate clothing and footwear. Be aware that a certain illness may affect one's abilities. If a student does not feel physically ready to engage in a trick, they should discuss the situation with their coach before participating. If one desires to train while wearing a cast or removable splint, they must provide a doctor's note stating that they may participate and to what extent. However, despite a physician's consent, Circus Juventas has the final decision on whether a student can safely participate, and to what extent, if any.

Know the equipment: Circus Juventas regularly inspects its equipment, and equipment knowledge is considered a basic part of a student's circus education. If something appears worn or broken or in any way unsafe, it should immediately be reported to a coach and not used until a coach has confirmed it is safe to use.

Medications: Many prescription and non-prescription drugs, including herbal remedies, can affect judgement and coordination. It is the student's responsibility to know all possible side effects. For safety reasons, if in doubt, a doctor or pharmacist should be consulted.

Drugs: Students may not come to CJ under the influence of any drug. A drug is defined as: (i) illegal controlled substances as defined by Minnesota law (including marijuana); (ii) legal controlled substances that are being used or possessed illegally; or (iii) legal controlled substances that could adversely affect the ability of the student to participate at CJ safely. Students are prohibited from possessing, storing, transferring, or using drugs, or attending classes or performances under their influence. The only limited exception to the prohibition against drugs is prescription drugs used in accordance with a valid prescription, and so long as one can participate safely without unsafe side effects (see above). Suspected or known use of drugs will result in suspension of all CJ activities and initiate a parent/staff/student conference, which may result in immediate dismissal. CJ has a zero-tolerance policy for drug use for the safety of all students, coaches, and staff.

Alcohol: Consumption of alcohol on Circus Juventas premises (including parking lots and surrounding streets) is prohibited, except for refreshments being served by designed personnel during events to adults (not participating in any show) over the age of 21. Students may not come to CJ under the influence of alcohol. Use of alcohol by a participant before or at class may be cause for immediate dismissal. Suspected use of alcohol will result in suspension of any CJ activities and initiate a parent/staff/student conference. CJ has a zero-tolerance policy for underage drinking and/or for drinking on site, for the safety of all students, coaches, and staff.

Smoking: Circus Juventas is a smoke-free facility. Smoking and tobacco use in any form (including lighting, smoking, or carrying a lighted cigarette, cigar, or pipe; any electronic smoking device; and chewing tobacco) is prohibited inside the building, is not allowed in the vicinity of the front entrance at all, and is not allowed within 25' of the side or back doors. CJ has a zero-tolerance policy for underage smoking.

Guns: Although Minnesota is a concealed carry state, guns, firearms, or other weapons are expressly prohibited on the premises. CJ has a zero-tolerance policy for weapons (props excluded). In the case of props, they must be used for their intended purpose only and shall never be used in a joking or other manner not associated with the performance for which they are used.

Bullying - Physical, Verbal, and Cyber: Circus Juventas is an inclusive community and, as such, will not tolerate any type of bullying in classes, on the premises, or via social media. If such behavior is deemed to be detrimental to any student, coach, or staff member, it will result in discipline up to and including dismissal. Continued concerns will initiate a parent/staff/student conference. CJ has a zero-tolerance policy for bullying for the safety of all participants. Please see “Code of Conduct” below for more information.

Theft: CJ is not responsible for any lost or stolen items. However, Circus Juventas has a zero-tolerance policy for theft. This includes removal of another student’s equipment, costume, footwear, or any other personal possessions from the locker rooms, cubbies, or any part of the building, hiding another’s items, or otherwise moving anyone’s personal items without their permission. It also includes theft from and between anyone in the viewing area, the lobby, and other public spaces.

Zero Tolerance: When we say “zero tolerance,” we mean it. Any student who commits any act that is contrary to this Family Handbook and the Policies and Procedures Compliance Statement or who violates a rule of common sense or decency may face discipline (e.g. removal, dismissal, suspension) and/or a parent/staff/student conference. It is in the sole discretion of CJ to determine if an incident fits within our zero-tolerance guidelines. In addition, a progressive form of discipline may not be followed in all cases. Depending on the nature of the violation and the surrounding circumstances, including, but not limited to, the nature of the conduct or the student’s record and past conduct, one or more steps of the discipline process may be repeated or skipped. In some circumstances, and in CJ’s sole discretion, immediate discharge may result from a single incident. In cases of suspension or dismissal, there will be no refunds or made-up classes.

Active and Passive Safety Equipment

Our students' safety is our number one concern and priority. Despite the below guidelines, if at any time a student has any hesitation as to the safety of any equipment, that student should not use the equipment until they are personally satisfied as to the safety of the equipment. We are always happy to explain any safety equipment to students or parent(s)/guardian(s) in detail, and encourage students to ask for clarification and further instruction so they are comfortable. Students should not use any equipment that they feel is unsafe.

Passive safety equipment: This consists of runners, mats, crash pads, and nets, which must always be used. Passive equipment may decrease the severity of accidents but may not prevent injury. They are to be in place in case active spotting fails or is not being used. Proper set-up position and thickness must be used. Everyone is responsible for ensuring equipment is not modified or used in a way that compromises its effectiveness. If something is out of place, please notify a coach or staff member immediately.

Safety belts: The belt must fit snugly, unable to slide down over the pelvis or up to the chest. It is the student's responsibility to make sure they know how to properly use their safety belt and that their belt is checked by their coach. Safety belts should only be put on in the presence of a coach. Only approved safety belts may be used.

Carabineers: Several types of locking carabineers are used to secure safety lines. Students should make sure that they understand how to lock the carabineers they are using – if they do not, they should not be using that apparatus until a coach gives them proper instruction. Always double check the gate to make sure it is securely locked. If a carabineer seems to be stuck or difficult to move, notify the coach before using it. Coaches are always expected to check the equipment before a student uses it.

Active spotting: In addition to hand spotting by a CJ instructor, there are active spotting systems of belts, carabineers, pulleys, and spotting lines. These will vary, depending on skill levels and act requirements. When safety lines are required, a CJ instructor must hold them.

Shoes: Students must wear proper footwear at all times. Check with the act instructor as to what is appropriate.

Injuries and Emergencies

In an emergency, 911 should be called immediately. There is a phone at the front desk that can be used. Although CJ instructors are trained and have updated certification in emergency first aid, concussion, and CPR, the school does not maintain emergency medical equipment and does not have emergency response personnel.

The coach must fill out an injury or incident report form before a student may return to class.

Tria Orthopedics staff are frequently present on a volunteer basis and may be helpful in assessing a situation. They are not, however, a substitute for emergency personnel. The presence of Tria staff, while a great resource for CJ, does not constitute CJ's endorsement of their services over others.

Insurance Coverage

Like any youth sports organization, CJ maintains general liability insurance, which is commonly referred to as "spectator insurance." In the event of an accident, this coverage may extend to some planned off-site events. This insurance is not intended to substitute for a participant's own major medical insurance, which each student must have or sign a waiver form for before being allowed to enroll in a course. Before participating in this or any activity, the participant should carefully consider their need for and adequacy of hospitalization insurance covering medical expenses, rehabilitation, long term care, and loss of income.

Again, it is the student's or parent's responsibility to update the emergency contact and health information in the office with current information at all times.

Emergency Plans

Circus Juventas has developed emergency plans with both evacuation and shelter-in-place options. At our discretion, we may periodically conduct drills of these plans. The fire evacuation plan is located on the bulletin board by the front desk.

Inspections

CJ conducts rigorous annual outside inspection of our equipment, seating systems, fire and safety systems, sprinklers, and alarms. If something is out of place, please notify a member of staff immediately.

COMMUNITY

Code of Conduct

Behavior – Students and Parents: Good sportsmanship, polite manners, and a good disposition are expected at all classes, workshops, rehearsals, and events.

Negative behavior and comments, on-site or off-site via methods such as social media, quickly destroys the sense of family and community we strive to build. While a remark may seem inconsequential, there is no way to determine how hurtful it can be to others or how it can snowball. Additionally, Circus Juventas does not tolerate gossip of fellow students, coaches, or members of staff, which is considered disruptive to the learning process, nor does it allow harassment. This kind of behavior at CJ is considered bullying, for which we have a zero-tolerance policy (see above).

If a problem arises between students, the problem will be addressed with all parties involved at a parent/staff/student conference. If a problem arises between parents, it is expected that it will be resolved amicably and settled outside of Circus Juventas. Disputes of this nature cannot be allowed to harm the learning environment nurtured by the CJ staff and its coaches. If a situation cannot be resolved amicably, one or both parties may be asked to leave the CJ program.

Behavior – Coaches: Circus Juventas prides itself on employing esteemed coaches from all over the world; we believe this makes our program better rounded and provides our students with an international perspective on the circus arts. All of our coaches are fully trained and many are considered worldwide leaders in their field.

Our coaches each have unique and individual coaching styles and techniques reflective of their training background. All training and routine decisions are left to the discretion of the coaches, though it is based on a CJ-developed curriculum. Please feel free to talk to a coach or a staff member about any concerns; remember to do it at the appropriate time, which may mean setting up a meeting with that coach through the front desk. When coaches are instructing a class, they are expressly prohibited from individual parent conferences for the safety of the class. Parents, please do not yell or call out to coaches while they are instructing. For safety reasons, please also refrain from any communication with students while they rehearse or perform.

The coaches reserve the right to stop classes at any time for any reason. Please respect that there will be a reason for this and we support our coaches and that their decision is final.

The coaches reserve the right to dismiss a student from class if their behavior is physically or emotionally harmful to their classmates and/or other coaches.

It is CJ policy that a coach is never to be alone with a student.

Gender Identity

As stated earlier, diversity is an important value to Circus Juventas, and we include gender identity as a part of that. This exists in dynamic contrast with the fact that the circus tradition, worldwide, comes from roots that are highly gender influenced.

That said, we've found the best way to address this is on a case-by-case basis. Should a student want to go by a different name than registered, or a different pronoun, please let our administrative staff know, and we will note the file and speak to the coach.

For costuming purposes in spring show acts, where the costumes tend to be gendered, please let us know by December 1 if a student's gender is different than that listed in our registration system. (This is not an issue in summer shows, when all costumes are individually made.) Due to act style and unity, we cannot have a performing student wear a completely different costume (for example, a student cannot choose a black unitard over the costumes chosen for the act).

With regard to spring show makeup, it has long been our policy, again for act style and unity as well as circus tradition, that female-identifying youth wear "circus eyes" makeup, and male-identifying youth generally do not. We are happy to change this for individual cases — any student, from one person in an act to the whole group — may request makeup. If a student is non-binary or gender fluid, please let us know their preference with regard to makeup. (Again, this is not an issue for summer shows, where all characters received contoured makeup).

While we understand that some families may prefer a broader-brush method of addressing gender differences, we strongly feel that individual attention is the best way to respect our students' gender identities at Circus Juventas.

Sexual Behavior

All forms of inappropriate behavior of a sexual nature will not be tolerated on Circus Juventas property. Any incidences reported to Circus Juventas will be taken very seriously and may instigate a parent/staff/student conference. Please remember that CJ students may be as young as two years old, and older students serve as role models for younger students. As such, public displays of affection are not tolerated on the premises.

Classes, Registration, and Advancement

Registration and Sessions: CJ has four sessions annually: fall, winter, spring, and summer. Each session has 7-9 weeks of class with an additional week-long session break. There is another week-long break between each session.

New schedules are released each fall and summer session. The winter and spring sessions generally follow the fall schedule. Once a student is registered for a class, their spot in that class is “saved” for the next session, provided the student is registered for that next session on time.

Students may add a performing class, if available, in the summer, fall, or winter sessions but not during the spring session as it is too close to the performance dates. Conversely, if a student is in a performing class but wishes not to perform, they must opt out by mid-December (exact date is published in the session guides and on the website), or they will forfeit their costume fee.

Due to scheduling, some families choose to opt out of summer session classes. Though this is understandable, please know that it may then preclude a fall move up in class level, or a student may lose their space in class due to a summer registrant taking their spot. We always recommend registering for the student’s key class(es) to ensure this doesn’t happen. Please note that summer camp does not stand in for summer session classes, and keep in mind that the summer session typically runs mid-May through June only.

Circus Juventas uses an online class registration system that can be cumbersome and is not without its problems (for instance, it is not compatible with tablet and phone systems). If registration problems occur, please call us and we are happy to talk through it. Alternately, we always welcome our families to come in during office hours and use our computers to register. We are here to help! It is always better to register earlier rather than later, as the system does date/time stamp

registrations, and open spots in classes are filled based on submission dates. Additionally, each student returning from the previous session that misses the online registration deadline is charged a late registration fee.

Once the online registration window has closed, please be patient! It is CJ's policy not to confirm registration for a student until all of their classes are set; thus, if a specific class placement is at all challenging, it can delay confirmation for an entire slate of classes. The "unwind" process for class registration takes us approximately 500 person-hours per session. We promise to let families know their classes as soon as we can; if a student is, however, proceeding with classes as recommended by the coach, their likelihood of getting in to those classes is almost 100% (it's getting into the specific times requested that's the biggest struggle).

CJ has produced a number of "Insider Guides," including one on registration. This guide can be found on the Circus Juventas website: www.circusjuventas.com/insider-guides/.

Classes: Classes may be changed or added each session to meet CJ needs. If a student's class is eliminated, we will do our best to provide a reasonable alternative.

Advancement: Students are chosen to move up based on the coach's recommendation and room in the next class, but above all due to their own individual merit, including strength, flexibility, work ethic, and participation.

CJ has produced a number of Insider Guides, including one on registration that also includes move-up information through class levels. This guide can be found on the Circus Juventas website.

Please note it is never appropriate to call or text the personal phone of a coach, staff, or volunteer about a student's class placement.

Private Lessons, Workshops, and Guest Artists

Fee-based private lessons are an option for all students. CJ has produced an Insider Guides on private lessons, which can be found on the Circus Juventas website: <https://circusjuventas.org/insider-guides/>.

Private lessons are scheduled through a staff person and should not be arranged directly with the coaches. Please contact the front desk for more information.

We are committed to giving our students the opportunity to train with artists from all over the world and bring guest artists in several times a year to work with our most advanced-level performers. We try to offer opportunities for our beginning students to participate as well, depending on demand and capacity. Throughout the year, we try to offer a wide variety of workshops and additional opportunities.

Attendance

Students are expected to attend all classes, practices, rehearsals, and performances. Failure to do so will impact student development and could result in preventing a student from performing or moving up, or even result in dismissal from class. For safety reasons, Circus Juventas reserves the right to remove a student from a class if the coach feels that repeated student absences will prevent that student from safely performing.

If a student misses class, we do not offer opportunities for makeups. If a student misses class during evaluation period, they may not receive evaluations.

Attendance is taken in class every week and recorded. Please let us know in advance of any absence by emailing us: absences@circusjuventas.org.

Of course, if a student is too sick to attend class, they should not attend, for both their safety and that of others. We also understand that occasionally classes are missed due to unavoidable life events; we simply ask the student and their family to take into account the consequence of missing class.

Any work-study funds, scholarships, or ad sales costume reimbursements received during a session may be lost/denied as a result of missing excessive class or rehearsal time. Students and families should be aware of programs participation requirements, if applicable.

As stated, students are expected to arrive at scheduled practices 10 minutes prior to start time, dressed appropriately and ready to participate.

Religious Holidays: Circus Juventas has a highly diverse staff and student base who celebrate a number of different cultural holidays and events. This diversity is one of our strengths, but it also means that we cannot always accommodate these observances in our class scheduling.

If a student needs to miss a class for a religious holiday or observance, this is considered an excused absence; please follow normal absence policies to let us know. We do not offer makeup classes or credit for missed classes, but the front desk can help inform students on what was covered in the class that was missed.

Class Make-Up Policy and Bad Weather

While Circus Juventas rarely cancels classes due to weather, there are circumstances where it may happen. We will post all class cancellations on our Facebook page, as well as on Kare11. Additionally, we will send an email to all registered families via our newsletter service (another reason to ensure that you receive our weekly family newsletters!). CJ policy is that classes will not be made up or refunded for cancellations due to weather.

Should your child not be able to attend class due to poor road conditions or traffic, just email our absence line: absences@circusjuventas.org.

If a student misses class for any reason, make-up classes are not offered.

Scholarships, Work-Study Leadership Program, Financial Aid, Payment Plans, and Discounts

Each year, CJ provides over \$200,000 in work-study and scholarship funds!

CJ offers a need-based scholarship program to families looking for financial support to cover the cost of classes. We do not typically offer scholarship support for costumes, registration fees, private lessons, toddler/kinder classes, or summer camps. Please see the scholarship fund section on our website for more information: www.circusjuventas.org/scholarship-fund.

The Work-Study Leadership Program opportunities are available to students age 14+ who are interested in participating in a unique program in exchange for tuition credit. Work-study students give back by coaching alongside seasoned/mentor coaches, cleaning, assisting in the office, and performing other administrative and facility maintenance tasks. Please see the work-study section of our website for more information: www.circusjuventas.org/workstudy-program.

Finally, students have the opportunity to sell program ads if they are in our summer production. Ad sales can help with the cost of a summer show performer's costume fees: 50% of all ad sales will go back to the performer, up to the cost of their costume, as a reimbursement to their costume costs. Information on this is available in the summer show packet distributed annually and upon request. Please speak to the front desk for more information.

A student taking several classes may be eligible for a multi-class discount. Please see our website or enquire at the front desk for more information. Unfortunately, there is no multi-student discount for several members of the same family.

Registration must be accompanied by full payment or a payment form with valid payment information provided.

CJ offers payment plans to all families for all regular classes. These payment plans allow a family to make payments in installments throughout the session for the year, with no additional finance or interest fees. (In the event of a default on these payments, CJ reserves the right to immediately forfeit future payment plans and request the immediate balance of the tuition due.) Payment plans can be set up at the front desk or online during the registration process.

We credit for overlapping classes of more than 15 minutes at the parents request. There is a place in our registration to note any anticipated overlapping classes, and we always welcome a parent email notifying our staff of expected credits. We do our best to catch overlapping classes and credit accordingly but cannot guarantee a credit will be applied without notification from the parent.

Any discrepancies regarding class costs/expected credits/etcetera should be addressed within the session that the discrepancy occurs. Once a session is past, we may not be able to go back and make adjustments to the finances of the prior session. Once we enter a new fiscal year (September 1st) we will be unable to make any financial adjustments to any previous fiscal years.

How We Communicate & Resolve Problems

CJ has an open door policy and is firmly committed to maintaining open lines of communication with all of our students and parents/guardians. We encourage suggestions, ideas, questions, or concerns. Class-related questions should initially be discussed with the student's coach. If a problem or question was not satisfactorily addressed, or a student is uncomfortable discussing a particular issue with their coach, staff is always available to talk, including the Executive Director.

Problem Resolution: If there is an immediate and pressing concern (such as an urgent safety issue), it should be brought up to a coach or any staff person immediately. For other issues, the process should begin with an email to a staff person, clearly stating the suggestion, idea, question, or concern. This is important as we want to give all issues our full attention, but to do so with coaches while classes are going on is extremely difficult. Accordingly, as much detail as possible should be provided so we can either look into a suggestion or idea, fully answer a question, or investigate a concern, whatever the case may be. If an email is not possible, the administrative staff should be called.

CJ will do its best to respond within a week of the issue being brought to our attention. However, keep in mind that not every idea or complaint is the same; some may be resolved the same day, and others may take more time. Please be patient with us and the process, and feel free to follow up if we have not acknowledged a concern within a week. We may need to hold meetings in order to resolve the situation. However, please respect that once Circus Juventas has determined a resolution, the decision is final.

Complaints: Circus Juventas will not respond to anonymous complaints as they are hard if not impossible to fairly investigate and resolve. We take complaints very seriously and would expect any issues and concerns to be brought to our attention immediately. By owning a complaint, we can get to the root of the problem and work together to resolve it. All concerns should be addressed via the procedures listed above.

Communications

It is the parents'/guardians' responsibility to know what is going on with their student's classes. Please check emails, newsletters, and the website regularly for updates and notices. Our system only allows for one parent/guardian to be set up as the primary contact per family. The primary contact receives all emails regarding classes and events and also has sole access to the username and login information used for student(s) registration, online bill pay, progress reports, and invoices. Circus Juventas staff is not responsible for arranging multiple points of contact or mediating communications between parents/guardians.

If a parent or guardian that is not currently listed as the primary contact is requesting to be set up as the new primary contact, written approval must be given by the current primary contact holder before we are able to make those changes.

Email: The majority of the communication we do is via email. It is EXTREMELY important that we have an accurate and updated email address on file for all of our students — one that is active and is checked often. This is especially important during the registration process. Care should be taken to ensure that all emails are set to arrive in one's inbox, not their junk mail.

Social Media: Circus Juventas is active on both Facebook and Instagram. We use these platforms to communicate upcoming events, performances, and notices. We also have a Twitter account, which is most active as a show log during Spring Celebration Performances. Please follow us!

Weekly Family E-Newsletter: We communicate with our families regularly via our weekly family e-newsletter, which is delivered most Thursdays. In this newsletter, we share pertinent information regarding classes, performances, volunteer opportunities, etc. This is the best way to get detailed information on everything Circus Juventas!

Performances

Circus Juventas produces two major shows annually: The Spring Celebration Performances (a.k.a. spring show) and the summer show (titled differently each year).

Spring Show

The Spring Celebration Performances showcase our beginning- and intermediate-level students. Performances typically take place at the end of April into early May. Spring show parent meetings happen at the end of February; this is when families are provided with all the detailed information on what to expect.

For the spring show, students are divided into show teams (yellow, blue, and purple) which determine their specific performance dates and times. Students will have until mid-December to decide if they would like to perform. Students registered for non-performing classes do not perform. Parents are given the opportunity to express to staff conflicts they have with certain spring shows; however, we are not always able to accommodate those conflicts.

Costumes, Shoes and Accessories: Costumes, shoes, and accessories are additional expenses to consider when committing to a performance class. Cost per costume is currently \$95, and the average cost of shoes/accessories are typically \$25+ (if needed). Students are measured for costumes the first few weeks of winter session.

Costume Pick Up (Post Performance): Spring show costumes are available for pickup two weeks after performance ends. If costumes are not picked up within that time, a parent may still inquire about getting a costume back but Circus Juventas is under no obligation to locate, return, or refund for missing items. Families should notify us in advance if they will be unable to collect within that time.

Summer Show

Summer performances feature our most advanced-level students. Performances typically take place at the end of July into August. All 1000-level classes are scheduled to perform in the summer show.

Costumes, Shoes and Accessories: Costumes, shoes, and accessories are additional expenses to consider when committing to the summer show. All costumes are custom designed and built by Circus Juventas designers and typically cost \$200 - \$350.

MISCELLANEOUS

Representation

Parents, relatives, and friends are never allowed to represent Circus Juventas under any circumstances concerning outside events, performances, or any other situation without prior approval from the Artistic and/or Executive Directors. Students and coaches are allowed strict representational terms applied to their acts and roles.

The Circus Juventas logo and name are a trademark, and it may not be used without the written permission of the Artistic and/or Executive Directors.

Screenshots of the Circus Juventas logo/image or text, unless expressly made shareable, are not to be used without the written permission of the Artistic and/or Executive Directors.

Parent Viewing Area

Circus Juventas realizes that parents like to watch classes, and as such, provides a viewing area, an amenity that is relatively unusual for circuses or similar organizations. Not all classes are always visible from this area, however. It is at the discretion of CJ staff to close the parent viewing area at certain times of the year to accommodate rigging, class

placement, or other needs. We reserve the right to close this space at any time and for any reason, with or without notice. If the area is closed, please do not create a substitute viewing area at the curtain or at other entrances; these areas must be kept open by fire code.

Lockers

Circus Juventas has a limited number of lockers to offer to our students. As a result, we ask that students only request locker space if they meet the following criteria:

1. Are at least 13 years of age
2. Are enrolled in four or more classes per session
3. Those classes are dispersed amongst two or more days

Lockers are available for sign-up by completing a locker form at the beginning of fall session. Students should inquire at the front desk if they are interested in a locker.

We additionally ask that locker users adhere to the following rules:

1. Students are expected to supply their own locks and must provide the combination to CJ staff.
2. Should students choose to decorate the inside/outside of their assigned locker, they will do so only with items that can be easily removed and don't leave permanent markings/residue behind.
3. Students should not tamper with other lockers or in any way damage the locker room space.
4. Students will, as needed, empty out their lockers to allow for cleaning and/or reassignment.
5. Students and parents/guardians will be held accountable should the student cause any permanent damage to his/her locker. Punishment for defacing lockers will be loss of privileges and reasonable financial penalty.
6. Students are not allowed to hand down their locker to another student. Should a student decide to surrender their locker, they must notify the administrative staff who will reassign the space as appropriate.

7. Students are permitted to share lockers with the understanding that both parties are expected to sign and submit a locker contract. Additionally, staff will not police this relationship: details of the shared space should be worked out by the students involved, not by CJ staff.
8. Students will recognize locker usage as a privilege and act in a respectful manner accordingly.

Circus Juventas is not responsible for any stolen or misplaced items in lockers or the locker room at large, especially if students neglect to attach a lock to their lockers. As much as possible, students should be prepared to leave valuable items at home. If students have valuable items they would prefer not to leave in their lockers/locker room, they are permitted to bring those items to the front desk for storage during class time. Items will only be stored until 8:30 p.m. (when the last staff person leaves for the day). Items left overnight will need to be picked up the following day.

General Lobby and Public Area Rules

There is no running allowed in the lobby or anywhere in the building, unless instructed by a coach.

Building elements (such as the lobby supports) are not circus equipment and should not be treated as such.

The tables and chairs in the lobby area are for public use (homework, eating, etc.) Everyone needs to pick up after themselves and use trash/recycling/compostable bins provided. We have a robust recycling program in our building; please help us distribute waste accordingly.

If there is a spill in any public area, please see the front desk staff for assistance in cleaning it up to prevent falls.

Internet access is freely available via our wireless system. CJ does reserve the right to ask a patron to cease their internet use for any number of reasons, including system capacity to content.

Time between classes may be spent in the locker room or in the lobby; however, students under 10 years old are not to be left unsupervised.

Pick Up/Drop Off and Parking

Please exercise caution in the parking lot at all times. This is a public space under the auspices of the City of St. Paul. We are not responsible for lost/stolen items, damage to cars/other property, etc. Please do not leave valuables on display and be sure to lock any bicycle or vehicle.

Please do not park, block, or stop for an extended period of time in the main drop-off space, at the rear of the building, or in the lot access onto Montreal Avenue.

Handicapped spaces are indeed regulated.

Do not park on Montreal Avenue, unless during performance times and when a permit is on display.

Cell phones

Cell phones are not allowed in the arena, unless being used to photograph or video an activity as part of class instruction. (They are allowed in the lobby and the parent viewing area.)

Photos/Videos

In order to take photographs, including on cell phones, a form must first be filled out at the front desk. After initially filling out the form, one only needs to sign in at the front desk on subsequent days to receive a photo pass. Please do not share these photos on social media without the permission of everyone involved in the photo or video. Flash photography is never allowed as it can create a very dangerous situation for our students and performers.

Circus Juventas contracts with photographers and videographers for performances. Photos and DVDs can be purchased if desired.

These restrictions are important because of privacy issues, copy right, and for the safety of our students.

These policies have been repeatedly broken in the past and will be enforced more strongly. If they continue to be an issue, it will lead to a blanket ban on photography, except by the contracted photographers and videographers. Please don't be the person that leads to that.

Volunteering

Participation in the Circus Juventas volunteer program is optional, but HIGHLY encouraged and GREATLY appreciated. With over 3,000 volunteer slots needed each year — mainly focused around the spring and summer shows — this volunteer commitment allows us to keep tuition and ticket prices as low as possible. It's also a fun way to meet and get to know other parents and family members, and the volunteer party each fall is a highlight of the year! Please see the volunteer section on our website for more information: www.circusjuventas.org/volunteer-info/.

Summary

Circus Juventas would like to thank you for taking the time to read and familiarize yourself with our family handbook. These guidelines and policies are in place to nurture and develop our community, making us the best version of ourselves. As well as creating a safe and secure environment, we value transparency and collective participation in achieving our overall mission, vision, and values. We very much view this handbook as a working document and intend to update and refresh our policies and procedures as we evolve and continue to grow together. We are grateful to you all for your continued support and dedication to the organization.

May all your days be circus days!



Circus Juventas

1270 Montreal Avenue, Saint Paul, Minnesota, 55116 • 651-699-8229
www.circusjuventas.org • 501 (C)(3) Non-Profit Organization

CIRCUS JUVENTAS

1270 Montreal Avenue
Saint Paul, MN, 55116

