



Down The Rabbit Hole Theatre Company Policies & Procedures: Fall 2026 – Spring 2027 Season Updated July 2026

OUR PHILOSOPHY

At Down The Rabbit Hole Theatre Company, we believe every child deserves a place to belong, create, and shine. Our goal is to provide a safe, inclusive, and encouraging environment where students build confidence, friendships, and a lifelong love of theatre. These policies help ensure a positive experience for every family and allow our productions to run smoothly from the first rehearsal to the final curtain.

REGISTRATION

Registration is accepted on a first come, first served basis. Many of our programs reach capacity and wait lists are common. Early registration is strongly encouraged.

COMMUNICATION

Communication is essential to a successful experience at DTRH.

All important communication must be sent to downtherabbitholetheatreco@gmail.com. While we monitor social media platforms, messages sent via Instagram, Facebook, personal staff accounts, or text messages may be missed and should not be used for time-sensitive or important matters. At the beginning of each session, it is the responsibility of the parent or guardian to ensure all individuals who wish to receive production updates are included on the registration form. If additional email addresses need to be added after registration, please notify DTRH to add them to our mailing list.

During production seasons, families will receive a weekly update email every Monday, which may include rehearsal schedules, announcements, costume details, volunteer opportunities, deadlines, and performance information.

It is the responsibility of each family to read all communications and remain up to date with schedules and materials.

MEDIA RELEASE

Down The Rabbit Hole Theatre Company regularly photographs and records classes, rehearsals, performances, camps, and special events for promotional, educational, and archival purposes. These images and recordings may be used on our website, social media platforms, print materials, advertising, and future promotional campaigns. By registering with DTRH, parents and guardians grant permission for their child to appear in photo and video materials unless written notice requesting exclusion is provided prior to the start of the session.

No identifying personal information will be used without additional consent, except where required for production materials such as cast lists or programs.

THEATRE PROGRAM PAYMENTS

A \$95 + HST registration payment is required at the time of registration for all theatre productions. This payment serves as both a costume fee and non-refundable deposit to secure your child's place in the production.

The remaining tuition balance is due two weeks prior to the start of production rehearsals/classes. Registration is not considered complete until all payments have been received.

All new actors will also be charged a one-time \$30 + HST fee for their reusable DTRH costume garment bag. This bag remains the property of the student and should be brought to all future productions.

Students with outstanding balances will not be permitted to participate until payment has been received.

Payments may be made through our Parent Portal using a credit card, in person with debit or cash, or e-transfer to downtherabbitholetheatreco@gmail.com.

Payment plans may be arranged by contacting DTRH prior to the start of the program.

WORKSHOPS & CAMPS

A \$50 + HST non-refundable deposit is required upon registration for all March Break Camps, Summer Camps, and workshops. A space is not guaranteed until the deposit is received. The remaining balance is due two weeks prior to the program start date. Students with outstanding balances will not be permitted to attend until payment has been received.

BEFORE & AFTER CLASSES

Students remain the responsibility of their parent or guardian before and after their scheduled class or rehearsal time.

Early drop-offs are not permitted, as instructors are often teaching consecutive classes. Students must remain with a parent or guardian until a staff member welcomes them into the studio. A \$10 late pick-up fee will be charged for pick-ups more than 15 minutes after the scheduled end of class without communication.

AGE GROUPS

Students should be registered in the appropriate age category. If a birthday occurs during the session, placement is based on the age the student will be by the end of the program. Exceptions may be made at the discretion of DTRH.

ATTENDANCE

Regular attendance is essential to the success of every production. Families will receive a full production calendar prior to the start of rehearsals. It is the responsibility of each family to review all rehearsal, dress rehearsal, and performance dates before committing to the production.

If a student will be absent, families must notify DTRH by email as early as possible.

Students should not miss more than two rehearsals whenever possible. Absences may impact choreography, blocking, scene work, casting, and performance opportunities. Students are responsible for catching up on missed material with support from instructors.

ARRIVING ON TIME

Students should arrive on time and ready to participate. Late arrivals can disrupt rehearsals and impact the learning experience of the entire cast.

HEALTH & ILLNESS

The health and safety of our students, staff, and families is a priority. Students experiencing fever, vomiting, or other contagious symptoms should remain at home until fully recovered. If a student becomes ill during class or rehearsal, a parent or guardian may be contacted for immediate pick-up. Families are asked to notify DTRH as soon as possible if a student will be absent due to illness.

FOOD & WATER

Students should bring a clearly labelled water bottle to every class and rehearsal. For longer rehearsals, students may bring a nut-aware, mess-free snack to be enjoyed during designated break times.

Peanuts and tree nuts are not permitted due to allergy safety. Food and drinks (other than water) are not permitted in rehearsal spaces unless otherwise instructed by DTRH. Families are responsible for disclosing all allergies and dietary concerns during registration and updating DTRH if changes occur.

GUESTS

Parents, guardians, and guests are not permitted inside rehearsal spaces unless specifically invited by DTRH.

ELECTRONIC DEVICES

Cell phones and electronic devices must remain turned off and stored away during rehearsals and classes. Devices may be used after class for communication with parents or guardians.

REHEARSAL MATERIALS

Students are expected to arrive prepared for every rehearsal. This includes scripts, music, pencils, water bottles, jazz shoes, costumes when requested, and any additional materials communicated by DTRH. Preparedness ensures rehearsals run efficiently and allows all students to contribute fully

DRESS CODE

Students should wear comfortable clothing suitable for movement. DTRH apparel is encouraged but not required.

JAZZ SHOES

All students are required to have black jazz shoes for rehearsals and performances. These are essential for safety, technique, and consistency on stage.

PERFORMANCE TIGHTS

When tights are required for a production, performers must wear Capezio or similar skin-toned theatrical tights as directed by DTRH.

INDOOR SHOES

Outdoor footwear is not permitted in the studio. Clean indoor shoes or jazz shoes must be worn inside rehearsal spaces.

COSTUMES

Costumes are included in all productions and become the responsibility of each family once distributed.

Families must provide accurate sizing information during registration. If a costume does not fit, DTRH must be notified immediately. Replacement sizes cannot be guaranteed if concerns are reported close to performances.

Costumes often arrive folded and may require steaming or light pressing at home before dress rehearsals and performances.

Families are responsible for ensuring costumes are clean, complete, and performance-ready for all required rehearsals and shows.

CAST COMMITMENT

Theatre is a collaborative art form, and every performer plays an essential role.

Attendance at all dress rehearsals, technical rehearsals, and performances is mandatory except in cases of illness or family emergency.

As rehearsals progress, absences may impact staging, choreography, and performance opportunities. In some cases, adjustments may be made to ensure the success of the production.

By registering, families are committing to consistent attendance, preparation, and participation throughout the rehearsal process.

RESPECT & CODE OF CONDUCT

Down The Rabbit Hole Theatre Company has zero tolerance for bullying, harassment, intimidation, discrimination, or behaviour that creates an unsafe environment.

All students are expected to treat peers, staff, volunteers, costumes, props, and facilities with respect and care at all times.

Serious or repeated behavioural concerns may result in removal from programming without refund.

MINIMUM & MAXIMUM ENROLLMENT

DTRH reserves the right to cancel classes due to insufficient enrollment or create additional classes when needed.

If a program is cancelled, families will receive a full refund.

DTRH also reserves the right to adjust schedules, staffing, rehearsal locations, or programming as required.

WEATHER

In the event of severe weather or unforeseen circumstances, classes or rehearsals may be cancelled for safety reasons.

Whenever possible, families will be notified by email and social media. Due to scheduling limitations, cancelled classes may not be rescheduled or refunded.

CANCELLATION POLICY

If registration is cancelled at least two weeks before the program begins, a refund will be issued less a \$25 administration fee.

Cancellations within two weeks of the start date will receive a refund less a \$50 administration fee.

No refunds are available for camps or workshops cancelled less than one week before the start date.

Registration deposits are non-refundable.

WITHDRAWAL

Students withdrawing after attending their first class may request a refund in writing before the second scheduled class.

Eligible refunds include tuition paid less:

Registration deposit (if applicable)

\$50 administration fee

Cost of classes already attended

No refunds will be issued after the second class or rehearsal.

No refunds are available once camps or workshops have begun.

PROGRAM CHANGES

DTRH reserves the right to modify rehearsal schedules, instructors, casting, performance dates, or programming due to unforeseen circumstances.

Every effort will be made to communicate changes as quickly as possible.