



## NCCC Parent Handbook

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## General Information

### Mission Statement

The mission of the Northern California Children’s Chorus (NCCC) is to nurture the lives and spirit of all children through a choral music program that provides excellent training in vocal technique and musicianship skills, teaches repertoire from diverse cultural and historical periods, and provides a variety of performance opportunities in local, national, and international venues.

### Board of Directors

The Board of Directors of NCCC is comprised of parents and individuals from the greater Sacramento area business community. This board is responsible for policy setting, governance, strategic planning and fundraising for NCCC.

### Staff Members

Judy Britts ..... Artistic Director  
Sarah Conrad Van Hoy ..... Primo Voce Director  
Dana Bezdek ..... Operations Administrator

### Rehearsal Locations & Schedule

Primo Voce	Thursday, 4:15-5:45pm	Valley Springs Presbyterian Church, 2401 Olympus Drive, Roseville
Intermezzo	Monday, 4:15-5:45pm	
Bel Canto	Tuesday, 4:15-6:15pm	
Bella Voce	Monday, 6:30-8:30pm	

## Communicate with Us

NCCC staff members are available to you for any question or concern. Please add the following phone numbers and emails to your contacts.

For artistic-in-nature questions:

**Judy Britts**

916.798.0104

[jbritts@norcalchildrenschorus.org](mailto:jbritts@norcalchildrenschorus.org)

For all other questions, including but not limited to: absences, schedule, events, tours, billing, auditions, website, etc.:

**Dana Bezdek**

916.220.0970

[dana.bezdek@norcalchildrenschorus.org](mailto:dana.bezdek@norcalchildrenschorus.org)

**NCCC Mailing Address\***

8757 Auburn Folsom Rd #2428

Granite Bay, CA 95746

\*Please do not send mail to our Rehearsal Location.

## Communications

NCCC Communicates with you in the following ways:

- **Newsletters** – Monthly; comprehensive information about future activities.
- **Calendar** – Access through our website under *Members Info*
- **Emails** – come through our database, Jackrabbit Class, as needed. Reminders, new information, requests, cancellations, etc.
- **Staff Emails** – [judy.britts@norcalchildrenschorus.org](mailto:judy.britts@norcalchildrenschorus.org) (Judy Britts);  
[Musicteacher2006@hotmail.com](mailto:Musicteacher2006@hotmail.com) (Sarah Conrad Van Hoy);  
[dana.bezdek@norcalchildrenschorus.org](mailto:dana.bezdek@norcalchildrenschorus.org) (Dana Bezdek);

Our goal is that all families are in-the-know and receive each one of the above forms of communications. If either one of them has not been working for you, please let Dana know ASAP at [dana.bezdek@norcalchildrenschorus.org](mailto:dana.bezdek@norcalchildrenschorus.org)

**For Gmail users** – make sure our emails go to your inbox:

Sign into your Gmail account; spot the three Tabs at the top of the screen (*Primary, Social, Promotions*); click the *Promotions* tab and look for emails from NCCC (Newsletters and other emails); drag those emails to the *Primary* tab.

## Volunteer Requirements

NCCC relies on parent participation to support our different activities throughout the season;

Each family is required to fulfill 10 hours of volunteer work per season (August-May) or 5 hours if you joined mid-season. Signing up for volunteer positions is done when you register your singer through our registration system.

NCCC will make every effort to place you in the committee/job that you have requested. However, NCCC reserves the right to choose a different placement for you as needed;

NCCC will keep records of the volunteer hours for each family;

If you cannot volunteer or do not wish to do so, you may pay a \$15/hour Buy-Out Fee for each hour you have not fulfilled based on the record kept by NCCC. This fee is due at the end of the season.

## Attendance Policy

### Rehearsal Attendance

- We expect every singer to attend all rehearsals.
- Consistent attendance by each choir member is necessary for the growth of the individual singer and of the choir as a whole.
- Each choir has its own unique sound, made up of each singer's own unique sound. When a singer is absent, the sound of the whole choir is compromised.
- Excellence, being the best we can be, is our goal.
- We value, and strive for, individual as well as group excellence.
- Excessive absences undermine the quality of the choir and could result in dismissal from NCCC.

### Absences

Excused absences are illness, family emergency or school performances for a grade. Please schedule all other commitments for times other than your time commitment to NCCC.

It is imperative that you notify us if your singer will be absent. Please contact our Operations Administrator, Dana Bezdek, at (916)220-0970 (preferably via text message) or [dana.bezdek@norcalchildrenschorus.org](mailto:dana.bezdek@norcalchildrenschorus.org)

If there are extenuating circumstances affecting your singer's attendance, please discuss it with Dana or your choir director as soon as you are aware of the issue. We cannot help fixing a problem unless we know it exists.

### Concert and Performance Attendance

Concerts, dress rehearsals and performances are mandatory. After all, that is why we are here – to learn and to share what we have learned through concerts and performances.

When a concert, dress rehearsal or performance date is posted on our calendar, please consult your family calendar immediately. If there is a conflict, please let your choir director know within a week of the posting.

## Requirements for Rehearsals

### Singers

- Each singer should arrive at least ten minutes before rehearsal begins to allow enough time to use the restroom, get a drink, greet friends and pick up new music.
- Be in your seats five minutes before rehearsal starts and follow the director's procedures for beginning a rehearsal.
- Water bottles are encouraged. Gum chewing, food or drinks other than water are not allowed.
- At all times, show respect for your peers, parent volunteers and the facility in which you are rehearsing.
- Pay attention to the conductor at all times, do not talk or in any way distract other singers.
- Running, yelling or rowdy behaviors are not part of the NCCC singer's rehearsal or performance etiquette.
- Do not touch or disturb items that belong to the facility.
- Bel Canto only – bring your music, theory books and a pencil to every rehearsal.
- Bella Voce only – bring your music to every rehearsal.

### Parents

- Pick up your singer promptly at the conclusion of rehearsal.
- Let the director of your choir know if you are running late to drop off or pick up your singer. Know that your singer will never be left alone to wait for you.
- Continual tardiness in drop-off or pick up may result in a fee assessment at the rate of \$25 per each 15-minute increment.
- Notify our Operations Administrator, Dana Bezdek, if your singer will be absent or tardy (See page 2, *Communicate with Us*).
- Make every attempt to schedule routine medical, dental and school appointments on non-rehearsal days (See page 5, *Attendance Policy*).
- If, for any reason, your singer cannot actively participate in rehearsal, please send a written note with your singer so s/he can observe or participate quietly in the rehearsal.



## Requirements for Performances and Concerts

Concert — an event sponsored by NCCC.

Performance — an event sponsored by another organization by whom we have been invited to perform.

### Singers

- Hair and body must be fresh and clean.
- Hair must be away from face. Use only black/navy blue hairbands or black bobby pins. A ponytail is best for girls.
- No obvious make-up.
- Earrings - Stud earrings are acceptable. No dangling earrings.
- No watches or bracelets.
- No gum chewing.
- No electronics.
- Running, yelling or rowdy behaviors are not part of the NCCC singers' performance etiquette.
- Bring a book to read as you will have some sit-time at most performances and dress rehearsals.

### Parents

- Check your emails and text messages for updates on call times, location or other pertinent information.
- Be sure that your singer is provided with a healthy meal and drinks plenty of water before a concert or performance and send a water bottle with your singer.
- Drop off our singer at the venue at least 10 minutes, but no more than 20 minutes, before call time.
- Call time is the designated time for singers to be in their assigned places and ready to begin.

- Please pick up your singer at the designated end time for the concert or performance. There may be times when you will have to wait a few minutes as these things are often difficult to predict.
- Admission to non-public performances (i.e. retirement homes, museums, etc.) is by either ticket or invitation only.
- Be sure your singer's concert wardrobe is clean, pressed, and complete for each concert or performance.

# Financial Obligation Policy

## Financial Commitment

NCCC is a full year program that requires your commitment from August to May (or August-December / January-May for Training choirs Fall/Spring sessions). Your singer is expected to remain active and committed to the program for the entire season. Thus, when you enroll your singer to NCCC, you are committed to make payments until the end of the season, with very few exceptions (see page 11, *Refund and Cancellation Policy*).

## Tuition and Fees

For your convenience, all payments are made automatically via our online payment system. Payment plans are set-up during the registration process. Changes to your payment plan can be made via your Parent Portal or by contacting our Operations Administrator, Dana Bezdek.

\$100 non-refundable Registration Fee is added to your tuition (\$55 for training choir Fall/Spring Semesters). Early Bird Period - Register by June 15th to have the Registration Fee waived. NCCC offers two payment plans – 1 or 10 installments to be made by electronic check or credit card.

Convenience Fee – If you choose to pay by debit/credit card, a 3% Convenience Fee will be added to your monthly tuition payment; this fee will be charged annually (or per semester) on your first tuition payment. Consider paying by ACH (bank draft) to avoid the fee.

Please refer to the following table for the Payment Schedule:

# of Installments	Due Dates	Discount
1	8/10	\$45 (one-time)
10	8/10, 9/10, 10/10, 11/10, 12/10, 1/10, 2/10, 3/10, 4/10	none

Your payment will automatically be deducted on the 10th of the month from the account you indicate on the registration form.

Please make sure to keep your account on file updated and notify NCCC if an account has been terminated for any reason. NCCC will notify you of any unsuccessful payment and a payment will be due immediately.

It is at the discretion of the Executive Director to make special payment arrangements with families. If payment is not made in full at the agreed upon date, the child will be suspended from NCCC and will be allowed to return once the account is current.

The commitment for NCCC membership is for the year, August – May (or per semester if applicable). We rely on this commitment as our budget for the entire season is based on the number of singers who enroll at the beginning of the year. For refunds, please refer to page 11, *Refund and Cancellation Policy*.

Steps will be taken to pursue the matter on non-payment for any and all accounts on an individual basis until payment is made. Non-payment will result in dismissal from NCCC.

Sibling Discount – \$50 off annual tuition for the 2<sup>nd</sup> sibling and on; This discount only applies if all siblings are registered for a full year (does not apply to sessions).

### Security Deposit for Wardrobe and Music (if applicable)

#### **Primo Voce & Intermezzo Choirs - \$100**

#### **Bel Canto & Bella Voce - \$150**

A security deposit is required when your singer attends our mandatory Wardrobe Fitting Days. Paid by cash or check made out to NCCC. This deposit is fully refundable at the end of the season/session if your singer has attended the Wardrobe Fitting Day **-and-** returned their wardrobe and music (if applicable) during Wardrobe Return Days (See pages 13-16, *Concert Wardrobe and Music Policy*)

### Late Payment Policy and Fees

As a non-profit organization with the aim of providing the best choral experience possible, NCCC is funded by tuition, fundraising, and donations, with tuition covering approximately 75% of the costs.

Payments received more than 10 days after their date due will incur a \$15 late fee. This applies to all monies due, including payments for wardrobe, t-shirts, tour payments, tuition, and vouchers from home school or charter school organizations.

If a payment is more than 10 days late, the family may be contacted and asked to provide a check or credit card for immediate payment of the amount due and \$15 late fee.

If a tuition payment is late more than 30 days, the singer will be unable to participate in rehearsals, performance, or other events until the account is paid in full.

Accounts late more than 30 days may be given a one-time opportunity for a special payment plan. If payments are made on time in accordance with this plan, the singer will be allowed to participate in rehearsals and events. Any further late payments may result in cancellation of the payment plan with the singer unable to participate until the account is paid in full.

If payment on an account is late more than 45 days and no payment plan is in effect, NCCC may explore other legal options for collection. More than one late payment in a year may result in a requirement that the family submit payments in advance.

Returned checks: A \$30 fee will be billed to your account for each returned check.

### Refund and Cancellation Policy

NCCC functions as team with every member an important member of the team. Additionally, significant effort and resources are spent on choosing music and events to best fit our singers. Because every singer is expected to fulfill his or her commitment for the entire season, tuition is non-refundable, with very few exceptions:

- If a singer leaves the choir after their first rehearsal, \$50 will be deducted from the tuition paid and the balance refunded.
- If a singer drops after two rehearsals, \$75 will be deducted from the tuition paid and the balance refunded. After three rehearsals, tuition is non-refundable, and all charges will continue as scheduled until the end of the season/session.
- Possible Exceptions: The Board of Directors may make exceptions to our drop/refund policy for extreme circumstances in two cases: your singer leaves due to a serious illness or injury, or the family moves outside the NCCC attendance area. To be considered for an exception, the family is required to send a detailed letter to the board of directors.

### Referral Program\*

When you refer a new student to us, you will receive \$50 (\$25 per session) per referral providing that the new student has registered with NCCC, completed one full season/session and their tuition was paid in full. Referral fee will be paid to current family at the end of the season.

## Charter and homeschool

NCCC is vendor for several Home and Charter School organizations. Please check with your organization and if we are not on their list, please let us know. We will do what we can to become a vendor for your organization.

You are required to provide NCCC with a payment Voucher by your singer's second rehearsal. Monthly vouchers should be signed and dated for August – January, and then for February through May.

Vouchers should be emailed to [dana.bezdek@norcalchildrenschorus.org](mailto:dana.bezdek@norcalchildrenschorus.org).

If you are not able to provide a voucher within the required time frame, you must contact our Operations Admin to make a payment. If you have made a payment online and then provide a voucher to substitute this payment, NCCC will issue a refund for the amount you paid.

If for any reason the school refuses to pay for your tuition, you will be personally responsible for the payment and your card/account on file will be charged.

Charter schools require our staff to live scan. NCCC will pay for this expense only for children who register for the full year. If you register for a semester and/or leave after 1-2 rehearsals, you will need to reimburse NCCC for this expense.

## Tours, Workshops and Weekend Retreats – Bel Canto and Bella Voce Choirs

*Bel Canto* and *Bella Voce* are our touring choirs. Tours are generally announced at the first parent meeting of the year. Tours are **not** included in tuition and are optional. All preparations and rehearsals toward the tour are done after the end of our regular season, so a singer that does not participate in the tour would not feel uncomfortable or excluded in any way.

We hold Theory Workshop for Bel Canto choir once a month on a Saturday. These workshops are included in your tuition and are mandatory. No registration is required for members of NCCC; \$45 Fee for non-members.

Bel Canto and Bella Voce go on a weekend retreat once a year, usually in September, October or November. The retreat is included in your tuition and is mandatory.

## Concert Wardrobe and Music Policy

### Primo Voce and Intermezzo Choirs Concert Wardrobe Agreement

1. NCCC provides Concert Wardrobe (*“Wardrobe”*) to all singers to be used during concerts and other performances as needed;
2. The cost of wardrobe is embedded in the tuition and is non-refundable;
3. **WARDROBE FITTING** is done during Fitting Days in the beginning of the season/semester (*“Wardrobe Fitting Days”*).
4. A **SECURITY DEPOSIT** of \$100.00 is required during wardrobe Fitting Days, to be paid by cash or check (*“Deposit”*). The Deposit covers the cost of Wardrobe.
5. The Deposit is fully refundable unless a Singer does not attend Wardrobe Fitting Days or does not return his/her Wardrobe on time as listed in items 6, 16 and 20 in this agreement.
6. Attendance in Wardrobe Fitting Days is mandatory. If a singer fails to attend Wardrobe Fitting Days NCCC will keep \$50.00 of the Deposit.
7. All **ALTERATIONS** to the Wardrobe shall be made according to WARDROBE BY CHOIR & ALTERATION GUIDELINES Section in this agreement;
8. If alterations to the Wardrobe are necessary, NCCC will see to those alterations.
9. If for some reason, the alterations need to be performed when the wardrobe is already in the possession of the singer, it is the Singer’s responsibility to contact Alteration Locations to schedule alterations, and NCCC shall reimburse you for the cost of alterations.
10. All alterations shall be completed within one (1) month after Wardrobe Fitting Days;
11. Singer shall **TRY ON THEIR WARDROBE** at home six (6) weeks prior to the Winter Concert and again six (6) weeks prior to the Spring Concert to make sure the Wardrobe still fits (*“Mid-Season Fitting”*);
12. Singer will notify NCCC immediately after Mid-Season Fitting if changes need to be made to his/her Wardrobe;
13. **WARDROBE SHALL BE RETURNED** at the end of the season during the last rehearsal of each choir (*“Wardrobe Return Days”*); Wardrobe shall be returned washed and on a hanger;
14. The Deposit (\$100) will be refunded in full during Wardrobe Return Days if a Singer had attended Wardrobe Fitting Days AND returned his/her Wardrobe during Wardrobe Return Days;
15. If a Singer has failed to return his/her Wardrobe during Wardrobe Return Days, NCCC will keep \$50 of the Deposit;
16. If a Singer has failed to return his/her Wardrobe during Wardrobe Return Days, he/she shall return it within two (2) weeks after the Spring Concert;
17. Wardrobe shall be kept on hangers at all times;
1. Wardrobe shall be clean and pressed before each use; all items are washer/dryer safe and do not require dry cleaning.

18. If a Singer leaves the choir before the end of the season, he/she shall return their Wardrobe within one (1) week of the Singer's last rehearsal or NCCC keeps \$50 of the Deposit.

### Bel Canto and Bella Voce Choirs Concert Wardrobe and Music Agreement

1. NCCC provides Concert Wardrobe (*"Wardrobe"*), Music and Music Folders (*"Music"*) to all Singers;
2. The cost of Wardrobe and Music is embedded in the tuition and is non-refundable;
3. **WARDROBE FITTING** is done during Fitting Days in the beginning of the season/semester (*"Wardrobe Fitting Days"*).
4. A **SECURITY DEPOSIT** of \$150.00 is required during wardrobe Fitting Days to be paid by cash or check (*"Deposit"*). This Deposit covers the cost of Wardrobe and Music.
5. The Deposit is fully refundable unless a Singer does not attend Wardrobe Fitting Days and/or does not return his/her Wardrobe on time and/or does not return his/her Music on time as listed in items 6, 15, 16 and 20 in this agreement.
6. Attendance in Wardrobe Fitting Days is mandatory. If a Singer fails to attend Wardrobe Fitting Days NCCC shall keep \$50.00 of the Deposit.
7. All **ALTERATIONS** to the Wardrobe shall be made according to WARDROBE BY CHOIR & ALTERATION GUIDELINES Section in this agreement;
8. If alterations to the Wardrobe are necessary, NCCC will see to those alterations.
9. If for some reason, the alterations need to be performed when the wardrobe is already in the possession of the singer, it is the Singer's responsibility to contact Alteration Locations to schedule alterations, and NCCC shall reimburse you for the cost of alterations.
10. All alterations shall be completed within one (1) month after Wardrobe Fitting Days;
11. Singer shall **TRY ON THEIR WARDROBE** at home six (6) weeks prior to the Winter Concert and again six (6) weeks prior to the Spring Concert to make sure the Wardrobe still fits (*"Mid-Season Fitting"*);
12. Singer will notify NCCC immediately after Mid-Season Fitting if changes need to be made to his/her Wardrobe;
13. **WARDROBE and Music SHALL BE RETURNED** at the end of the season during the last rehearsal of each choir (*"Wardrobe Return Days"*); Wardrobe shall be returned washed and on a hanger;
14. The Deposit (\$150) will be refunded in full during Wardrobe Return Days if a Singer had attended Wardrobe Fitting Days AND returned his/her Wardrobe and Music during Wardrobe Return Days;
15. If a Singer has failed to return his/her wardrobe during Wardrobe Return Days, NCCC will keep \$50 of the Deposit; Additionally, if a Singer has failed to return his/her Music during Wardrobe Return Days, NCCC will keep \$50 of the Deposit;
16. If a Singer has failed to return his/her Wardrobe during Wardrobe Return Days, he/she shall return it within two (2) weeks after the Spring Concert;
17. Wardrobe shall be kept on hangers at all times;



18. Wardrobe shall be clean and pressed before each use; all items are washer/dryer safe and do not require dry cleaning.
19. If a Singer leaves the choir before the end of the season, they shall return their Wardrobe and Music within one (1) week of the Singer's last rehearsal or NCCC keeps \$100 of the Deposit.

### Wardrobe By Choir & Alteration Guidelines

#### Items included in wardrobe for each choir and wardrobe alteration guidelines

**Primo Voce** - NCCC white blouse, NCCC blue skirt, white opaque tights, clean black flats, front of hair pulled back from face.

Alteration Instructions: This wardrobe usually does not require any alterations. Please consult with NCCC Wardrobe Coordinator before altering.

**Intermezzo** - NCCC black choir dress, skin-toned, knee high stockings, clean black flats, front of hair pulled back from face.

Alteration Instructions: In most cases, the top part of the dress does not require any alterations and should fit comfortably and loose. Please consult NCCC Wardrobe Coordinator before altering; Bottom part should be hemmed 10 inches from the floor with a 2-inch hem. Please have your singer wear the black flats they will wear during performances when measuring.

**Boys (All Choirs)** NCCC Tux pants, white dress shirt, plain white t-shirt (to go underneath the dress shirt), tie, black socks, and clean black shoes.

Alteration Instructions: Hem pants as you would typically hem boy pants. The tuxedo shirt needs to be pressed.