



PARTICIPATION POLICIES

Resident Choir Program

Mainstage Performance Series | PCC Studio | PCC Academy

Revised August 6, 2026

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ABOUT THE PENSACOLA CHILDREN'S CHORUS

1.01 HISTORY

The Pensacola Children's Chorus (PCC) was founded in 1990 by **Allen Pote**, a celebrated choral composer and church musician of international acclaim, and his wife **Susan Pote**, a gifted and respected music educator in the Escambia Public Schools. Together, they formed PCC under the auspices of the Pensacola Symphony Orchestra. Then called the Pensacola Symphony Children's Chorus, the organization grew with expanding interest and led to its incorporation as an independent not-for-profit 501(c)3 organization in 1994. Throughout the next two decades, PCC amassed new choral ensembles and presented multitude of concerts and tours throughout the United States and across the world.

In 2015, Susan and Allen Pote announced they would retire at the end of PCC's 26th season. After an extensive nationwide search, esteemed youth choir director **Alex Gartner** was selected to serve as PCC's next Artistic Director. Under his leadership, PCC has expanded its programs to include 14 choral ensembles, new performance opportunities, and numerous community partnerships.

Now in its **37th Season**, PCC's choirs continue to entertain thousands of audience members through its signature blend of choral music and musical theatre, supported by a nurturing organizational culture.

1.02 MISSION & VISION

PCC's mission is to (1) **foster the personal and social growth of its singers** and to (2) **transform the community** through (3) **inspirational musical experiences**. These foundational principles have been a part of PCC's identity since its inception and continue to guide its programs and performances today.

Personal & Social Growth

When a family first comes in contact with PCC, the most common expectation is that participation is comprised of **singing, dancing, and performing**. While this is certainly true at first glance, the enduring impact and lasting legacy of PCC lies not in what is presented on stage, but what is learned week after week after week.

As such, each of PCC's educational programs aims to foster a child's **growth and development** beyond music and performance. While music and arts education certainly help young people hone such talents, PCC leverages these disciplines to help children equip themselves with **life skills that are necessary to excel at every stage in life**. These include **responsibility, teamwork, accountability, empathy, and confidence**.

In fact, **98% of surveyed caregivers agree that PCC has made a noticeable difference in their child's life**. Not convinced? Stick around and find out!

Transform the Community

Every musical performance represents an interaction between two groups: (1) performers and (2) audience members. As a community organization, PCC's audiences are largely comprised of local residents of Northwest Florida, the region on which PCC relies for a multitude of support. As such, PCC is invested in honoring its role as **Northwest Florida's children's chorus**. This is accomplished through a wide range of partnerships, performances, and educational programs that seek to deepen the impact of the arts, shed light on relevant social issues, and improve the access to and affordability of quality music education.

Inspirational Musical Experiences

What would a performing arts organization be without quality performances? Since its inception, PCC has earned a reputation for mounting dynamic, jaw-dropping performances that challenge pre-conceived notions of what children are capable of achieving. This tradition continues today through an annual series of time-tested performances. Dubbed the **Mainstage Performance Series**, this lineup features (1) *Hauntcert*, (2) *Christmas on the Coast*, (3) *One World, Many Voices*, and (4) *Showtime*. These concerts and numerous others attract an annual audience of 15,000+ patrons each year.

More information on the Mainstage Performance Series can be found in Sec 1.05.

When cultivated year after year after year, these tenets will help PCC achieve its vision of **a community where young people benefit from, thrive through, and value music**.

1.03 ORGANIZATIONAL VALUES

In addition to a unified mission and vision, all facets of PCC are defined by a set of shared values:

1. **Empathy**: recognizing and honoring the lived experiences of others;
2. **Accountability**: accepting the responsibility for one's own conduct, resources, and capabilities;
3. **Artistry**: achieving excellence in performance and preparation, and;
4. **Community**: cultivating an inclusive and affirming space.

Each PCC participant, caregiver, and volunteer is asked to uphold these values throughout their participation in PCC's programs. A formal commitment is made annually through the **Code of Conduct**.

More information on the Code of Conduct can be found in Sec. 10.

1.04 EDUCATIONAL PROGRAMS

PCC operates an array of musical programs geared at children and youth ages 6-18. Program eligibility is primarily determined by a child's grade in school, though additional developmental factors may factor into a child's ability participate in certain programs or choirs.

Resident Choir Program

<i>Eligible for</i>	Children & youth in grades 1-12
<i>Timeframe</i>	2 semesters, Fall (September-December) & Spring (January-May)
<i>Frequency</i>	At least once per week, according to season calendar

The Resident Choir Program (RCP) is PCC's flagship educational offering which is comprised of 9 unique ensembles for approximately 250 singers each season. The **only membership qualification for the RCP is an interest to learn and grow as a member of PCC**. An initial "audition" is used to assess a child's current level of musical and movement literacy. The results of these auditions help instructors determine a child's most ideal voice part, seating placement, potential membership in more advanced choirs, and participation in special performance opportunities.

All members of the RCP participate in a **core choir**, or one of 5 choirs through which a child matriculates based on their age, in most cases. Singers in grades 6-12 have the opportunity to audition for **elective choirs**, or groups with greater learning expectations that perform more challenging music and participate in a greater number of performances and special events.

All RCP choirs meet at least once per week. Singers in grades 4-12 participate in at least 8 weekend choreography rehearsals each season. Singers in grades 1-3 have occasional add-on rehearsals on various weekends throughout the year.

More information on the Resident Choir Program can be found in Sec. 2.

PCC Studio

<i>Eligible for</i>	RCP members in grades 1-12
<i>Timeframe</i>	September-May
<i>Frequency</i>	Varies by discipline

PCC Studio is a private music and dance school that is only available to members of the Resident Choir Program. Tailored on-one and group lessons can help participants develop their vocal abilities (grades 6-12), learn the basics of piano (grades 1-12), hone their dance skills (grades 4-8+) and increase their musicianship knowledge (grades 1-12). Spots each year are limited based on class size and teacher availability.

More information on PCC Studio can be found in Sec 9.

Pensacola SINGS

<i>Eligible for</i>	Singers in grades 1-12
<i>Timeframe</i>	3 semesters, Fall (October-December), Spring (March-May), & Summer (June-August)
<i>Frequency</i>	Weekly

Pensacola SINGS is a network of tuition-free choral ensembles that are housed in select community centers operated by the City of Pensacola. Participants across all locations learn the same repertoire and combine at the end of each semester for a community performance. Pensacola SINGS was born of a desire to provide access to quality music programs for low income youth and is funded generously by the City of Pensacola Department of Parks & Recreation.

More information on Pensacola SINGS can be found at www.PensacolaSings.org/choirs.

Sing in the Summer

<i>Eligible for</i>	Children & youth ages 6-18
<i>Timeframe</i>	June-August
<i>Frequency</i>	Various multi-day programs

Sing in the Summer is PCC's annual series of summer camps. With various offerings rooted in singing, movement, musicianship, and musical theatre, there are options for every eager young performer. Camp offerings vary from year-to-year, and a full schedule is promised by the first week of March each year.

More information on Sing in the Summer can be found at www.PensacolaSings.org/camps.

1.05 ANNUAL PERFORMANCES

Members of the Resident Choir Program present a lineup of 4 staple concerts each season. While PCC's performance calendar varies from year-to-year, this **Mainstage Performance Series** continues to entertain thousands of audience members each year. Though the concert names stay the same, the repertoire varies every year.

Hauntcert

<i>26/27 Date</i>	October 26 & 27, 2026
<i>Location</i>	Jane C. Noonan Center on the campus of PCC/First Presbyterian Church
<i>Pricing</i>	Starting at \$15 (discounts available for Triple-A families)
<i>Featuring</i>	Elective RCP choirs (Ensemble, Choraliers, Chorale)

This newest addition to the Mainstage line-up is a family-friendly Halloween concert. Featuring spooky (but not scary) music, lavish costumes, and appearances by some iconic characters, this concert is perfect for fall fanatics and Halloween aficionados alike. With a runtime of 40 minutes or less, it's ideal for families of young children who want to wear their Halloween costume more than once!

Christmas on the Coast

<i>26/27 Date</i>	December 11, 12 & 13, 2026
<i>Location</i>	Saenger Theatre
<i>Pricing</i>	Starting at \$25 (discounts available for Triple-A families, additional promotions run through the season)
<i>Featuring</i>	All RCP choirs

This perennial favorite is one of the best ways to get into the holiday spirit each year. Featuring iconic holiday and winter music, the Saenger stage is transformed into a winter wonderland. This 2-act concert is hardly what you'd expect from a typical children's holiday program. Instead, get ready for a Radio City-hall style musical revue of the sights and sounds of the season.

One World, Many Voices

<i>26/27 Date</i>	February 27, 2027
<i>Location</i>	First Baptist Church of Pensacola
<i>Pricing</i>	Starting at \$15 (discounts available for Triple-A families)
<i>Featuring</i>	All RCP choirs

This concert shines a spotlight on the beauty, power, and potential of what can be achieved when children work together. Considered the most traditional of PCC's concert lineup, this performance features choral works across the musical spectrum, from the classical genre to more modern works, to pieces written closer to home and those sourced from across the world.

Showtime

<i>26/27 Date</i>	May 7, 8 & 9, 2027
<i>Location</i>	Saenger Theatre
<i>Pricing</i>	Starting at \$25 (discounts available for Triple-A families, additional promotions run through the season)
<i>Featuring</i>	All RCP choirs

Any music lover will find something to enjoy at this annual revue of songs from stage, screen, and places in between. This concert features a mixture of music spanning a multitude of decades, genres, and styles. It's a fun-filled way to close out PCC's annual concert season.

Continued on next page.

RESIDENT CHOIR PROGRAM OVERVIEW

2.01 CHOIR NAMES & DESCRIPTIONS

The Resident Choir Program (RCP) is comprised of 9 ensembles that meet at least weekly during 2 semesters: Fall, or September through December; and Spring, or January through May. As previously stated, the only membership qualification for the RCP is an interest to learn and grow as a member of PCC. An initial “audition” is used to assess a child’s current level of musical and movement literacy. The results of these auditions help instructors determine a child’s most ideal voice part, seating placement, and potential membership in more advanced choirs or special performance opportunities.

All members of the RCP participate in a **core choir**, or one of 5 choirs through which a child matriculates based on their age, in most cases. Singers in grades 6-12 have the opportunity to audition for **elective choirs**, or groups with greater learning expectations that perform more challenging music and participate in more performances and special events.

All choirs are led by a team of instructors. The primary instructor is denoted with an asterisk (*).

Preparatory

<i>Eligibility</i>	Grades 1-2 / Ages 6-8
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Thursdays, 3:45p-4:30p
<i>Wknd Rehearsal</i>	n/a
<i>Vocal Instructors</i>	Erin Dixon*, Katie Olson

Preparatory (or “Prep Choir”) is a fun-filled group that focuses on building vocal confidence through songs, games, and movement activities that reinforce one’s personal vocal development. Participants in this group routinely develop strengthened listening skills, greater bodily control, and the ability to positively contribute to group activities. Repertoire is selected to balance healthy vocal development with fun (and often humorous) subject matter for both the singer and audience member.

Choristers

<i>Eligibility</i>	Grade 3 / Ages 8-9
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Mondays, 3:30-4:45p (<u>including</u> Monday school holidays)
<i>Wknd Rehearsal</i>	2 Fridays (11/13 & 4/23), 3:30-5:00p
<i>Vocal Instructors</i>	Erin Dixon*, Katie Olson
<i>Choreographers</i>	Kayla Phillips, Lindsay Riddle

Members of Choristers learn to produce healthy vocal tone, develop introductory music literacy skills, and advance their dancing abilities. By practicing multipart singing and opposing movement, singers routinely develop greater degrees of independence whilst recognizing one’s role in contributing to the success of an entire group. Repertoire is selected to balance healthy vocal development, movability, and relatable subject matter.

Festival

<i>Eligibility</i>	Grades 4-5 / Ages 9-11
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Mondays, 5:00p-6:30p (<u>including</u> Monday school holidays)
<i>Wknd Rehearsal</i>	9 Saturdays (10/3, 10/17, 11/7, 11/14, 2/6, 3/13, 4/3, 4/10, 4/24), 10:15-11:45a
<i>Instructors</i>	Erin Dixon*, Katie Olson
<i>Choreographers</i>	Kayla Phillips, Lindsay Riddle

As one of PCC’s largest choirs, Festival is a highly engaging ensemble for upper elementary singers. Members focus on building strengthened vocal independence through multipart singing and opposing movement. Music literacy is reinforced through a more frequent use of traditional musical notation and standard choral instructional techniques. Repertoire is selected to reinforce age-appropriate vocal development, choreographic capabilities, and lighthearted subject matter.

Concert

<i>Eligibility</i>	Grades 6-8 / Ages 11-14
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Thursdays, 5:15p-6:45p
<i>Wknd Rehearsal</i>	9 Saturdays (10/3, 10/17, 11/7, 11/14, 2/6, 3/13, 4/3, 4/10, 4/24), 12:00-2:00p
<i>Fall Retreat</i>	9/18, 5:30-9:00p; & 9/19, 9:00a-12:00p
<i>Instructors</i>	Evelyn Aguirre, Erin Dixon*, Alex Gartner*
<i>Choreographers</i>	Michael Dennis, Kayla Phillips, Lindsay Riddle

All middle school-aged singers will find a place in Concert Choir. This special group focuses on building a team mindset by recognizing how one’s personal commitment and contribution impacts the overall success of a group. Instructors prioritize independent and group music learning through a variety of instructional techniques. Special attention is given to developing positive learning and self-teaching habits. Fun and engaging repertoire is carefully selected to balance the varying vocal capabilities of its members.

Ensemble

<i>Eligibility</i>	Grades 6-8 / Ages 11-14
<i>Choir Type</i>	Elective
<i>Weekly Rehearsal</i>	Thursdays, 5:15-7:30p (Aug), 7:00p-8:15pm (Sept-Oct, Jan-Mar), 7:15-8:45p (Nov & Apr)
<i>Wknd Rehearsal</i>	9 Saturdays (10/3, 10/17, 11/7, 11/14, 2/6, 3/13, 4/3, 4/10, 4/24), 2:15-3:45p
<i>Fall Retreat</i>	9/19, 12:30-2:00p
<i>Instructors</i>	Evelyn Aguirre, Erin Dixon*, Alex Gartner*
<i>Choreographers</i>	Michael Dennis, Veronica Lindholm, Lindsay Riddle

Ensemble provides an opportunity for singers with more advanced musical and movement aptitudes to apply their skills in a more rigorous instructional environment. Instructors employ educational strategies that empower singers to learn for themselves, relying less on their teacher and more on their own knowledge and their peers for support. Membership in Ensemble requires a commitment to additional required rehearsals and performances outside the regular Mainstage Performance Series. In addition to one's performing capabilities, a singer's behavior and their family's commitment to PCC's values are additional considerations for membership.

Young Singers

<i>Eligibility</i>	Treble/unchanged, grades 9-12; changing/changed, grades 7-12 / Ages 12-18
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Tuesdays, 5:15p-6:45p (Sept-Oct, Jan-Mar), 5:00-7:15p (Nov & Apr)
<i>Wknd Rehearsal</i>	9 Sundays (10/4, 10/18, 11/8, 11/15, 2/7, 3/14, 4/4, 4/11, 4/25), 1:00-3:30p
<i>Fall Retreat</i>	9/19, 5:00-9:00; & 9/20, 1:00-3:00
<i>Instructors</i>	Erin Dixon*, Alex Gartner*, Stephany Ingram
<i>Choreographers</i>	Michael Dennis, Veronica Lindholm, Lindsay Riddle

Young Singers serves as PCC's primary high school group, providing an opportunity for treble and changed voices to join forces to present dynamic music. Through rigorous and engaging instruction, teachers aim to foster a rehearsal environment that is built upon personal accountability and community. Selected repertoire prioritizes the vocal abilities of the groups' members with its ability to relate to an audience. Young Singers have occasional performances in the community beyond the typical calendar.

Chorale

<i>Eligibility</i>	Changing/changed voices, grades 7-12 / Ages 12-18
<i>Choir Type</i>	Elective
<i>Weekly Rehearsal</i>	Tuesdays, 5:15-7:30 (Aug), 7:00-8:15p (Sep-Oct, Jan-Mar), 7:30-9:00p (Nov & Apr)
<i>Wknd Rehearsal</i>	9 Sundays (10/4, 10/18, 11/8, 11/15, 2/7, 3/14, 4/4, 4/11, 4/25), 3:45-5:30p
<i>Fall Retreat</i>	9/20, 3:30-5:30
<i>Instructors</i>	Miguel Aldahondo, Erin Dixon*, Alex Gartner*, Stephany Ingram
<i>Choreographers</i>	Michael Dennis, Veronica Lindholm, Lindsay Riddle

Chorale provides an opportunity for individuals with changing or changed voices to hone their vocal capabilities in an environment of like-voiced individuals. This group provides qualifying singers with a more rigorous musical and movement learning environment. Singers are expected to employ self-directed learning strategies during rehearsals which allows a greater volume of repertoire to be mastered in a more succinct amount of time. Membership in Chorale requires a commitment to additional rehearsals and performances outside the regular Mainstage Performance Series, and the group frequently combines with Choraliers. In addition to one's performing capabilities, a singer's personal behavior and their family's commitment to PCC's values are additional considerations for membership.

Choraliers

<i>Eligibility</i>	Treble/unchanged, grades 9-12 / Ages 14-18
<i>Choir Type</i>	Core
<i>Weekly Rehearsal</i>	Tuesdays, 5:15-7:30 (Aug), 7:00-8:15p (Sep-Oct, Jan-Mar), 7:30-9:00p (Nov & Apr)
<i>Wknd Rehearsal</i>	9 Sundays (10/4, 10/18, 11/8, 11/15, 2/7, 3/14, 4/4, 4/11, 4/25), 3:45-5:30p
<i>Fall Retreat</i>	9/20, 3:30-5:30
<i>Instructors</i>	Erin Dixon*, Alex Gartner*, Stephany Ingram
<i>Choreographers</i>	Michael Dennis, Veronica Lindholm, Lindsay Riddle

Choraliers provides an opportunity for treble singers to contribute to an advanced performing environment. This group provides qualifying singers with a more rigorous musical and movement learning environment. Singers are expected to employ self-directed learning strategies during rehearsals which allows a greater volume of repertoire to be mastered in a more succinct amount of time. Membership in Choraliers requires a commitment to additional rehearsals and performances outside the regular Mainstage Performance Series, and the group frequently combines with Chorale. In addition to one's performing capabilities, a singer's personal behavior and their family's commitment to PCC's values are additional considerations for membership.

2.01 CHOIR NAMES & DESCRIPTIONS (continued)

Ambassadors

Eligibility	Grades 7-12
Choir Type	Elective
Rehearsal	Occasional evenings & weekends, communicated in advance per trimester
Primary Instructors	Miguel Aldahondo*, Erin Dixon

The Ambassador Choir is a group for service-minded singers who seek to utilize their musical talents to serve others. Ambassadors frequently perform at events throughout the year that help nonprofit and mission-based organizations amplify their messages to the community. Ambassadors is a project-based choir, and eligible singers enroll on a trimester basis (September–December, January–Spring Break, Spring Break–May).

2.02 MEMBERSHIP EXPECTATIONS

The only requirement to join PCC is a willingness to learn, grow, and enjoy music within our PCC community. Once this is established, all PCC singers and their families are held to 6 expectations of membership:

Entry “Audition”

Any prospective RCP member must complete an “audition” in order to be accepted for membership. For singers in grades 1-12, this involves a one-on-one vocal assessment with one of PCC’s friendly instructors. For singers in grades 6-12, an additional movement assessment will be conducted among a small group. **No preparation is necessary any aspect of the audition.** Remember—the only requirement to join PCC is a willingness to learn, grow, and enjoy music within the PCC community. These auditions serve as assessments of a child’s present levels of musicianship and help instructors set each child up for success for the coming year.

Progress Check

At the conclusion of each season, all PCC singers will complete a progress check to evaluate their level of growth over the course of the year and determine next year’s choir placement. These one-on-one check-ins also allow for singers to provide feedback on their experience with PCC throughout the season, as well as an opportunity for PCC instructors to discuss a singer’s conduct throughout the year. These are typically administered annually in throughout the summer months, though other progress checks may be conducted at various points throughout the season.

Committed Attendance & Membership

Once a singer has accepted their invitation to join PCC, they are expected to make attendance at PCC rehearsals, performances, and events a priority in their life. Only through such a commitment can the benefits of membership in PCC take root. As such, each member is expected to commit themselves to at least **one full season** of membership.

More information on Attendance can be found in Sec. 3.

On-Time Payments

PCC is a tuition-based* program, and as such, families of PCC singers are expected to pay all fees and tuition on or before their stated due date. While it is the responsibility of a singer’s caregivers to remit payment for open invoices, any singer whose account remains in habitual bad standing may be excluded from certain opportunities until the account has been settled or a good-faith payment plan has been established.

** Qualifying singers who join PCC with the full assistance are exempt from tuition and most fees.*

More information on Payment Policies can be found in Sec. 5.

TEAM—not-Talent Mentality

In performing arts settings, it is easy to become consumed by the concept of *talent*—“that person is *more talented* than me,” or “my voice is *better* than theirs.” While this mindset may be common in certain types of arts activities, it is incompatible with membership in a choir and is contrary to the values held by PCC. At PCC, we celebrate choir as an act of true *teamwork*, where one’s personal contributions are held in trust with the contributions of others in order to create something *together*. While there are special opportunities to feature solo voices, these moments are to enhance the overall aesthetic performance of the group’s time on stage, not to bestow special honor on a child who is perceived as talented. Therefore, PCC singers will learn how their voice can be heard both as an individual and as an integral part of a group. Accordingly, PCC singers are expected to treat their peers with respect and unwavering support.

Growth Mindset

At every age and stage in life, there is always something to be learned. As such, PCC encourages the pursuit of continual learning as a path to growth and excellence. This path is marked by both mountaintop milestones, valley lows, and medium vantage points in between, and each of these present an opportunity to learn something about oneself and to reshape it toward future growth and maturity.

2.03 COMMITMENT TO SCHOOL PERFORMING ARTS PROGRAMS

PCC is proud to be a part of a vibrant arts community in Northwest Florida and Southwest Alabama. PCC is equally proud of the hundreds of talented musicians and budding leaders that matriculate through the Resident Choir Program year after year. A vibrant arts community is only sustainable through active participation, both as performers and as audience members.

Therefore, PCC expects its singers and families to **make every effort to participate in their school’s performing arts programs**—especially choir and theatre. A strong network of local teachers works alongside PCC to alleviate as many conflicts with major events as possible. While not everything can be avoided, PCC instructors are eager to work with a child and their family to craft a compromise that allows fair and substantial participation in both PCC and the conflicting activity (see Sec. 3.05).

Section 3

ATTENDANCE

3.01 ATTENDANCE AS AN ACT OF COMMUNITY

Each member of PCC, whether they are brand new or have been a member for years, contributes to a unique **choir community**. Unlike other group activities, there is no hierarchy of members. With no leads or star players in choral singing, there exists a unique ebb and flow that allows each member's gifts and contributions to shine. The inherent beauty of choral singing is that at the core, every singer is equally important, as the group's ability to perform is only as great as the sum of its parts. When one voice is gone, even for an hour, the group's potential changes.

Therefore, PCC encourages all singers to **make a commitment to community** by maintaining **consistent attendance**. While life's circumstances will assuredly interrupt from time-to-time, a commitment to showing up and doing the work *as a team* will contribute to collective success and lead to maximum growth.

3.02 REQUIRED EVENTS

Honoring one's commitment to community (see Sec. 3.01) and the requirements of membership (see Sec. 2.02), PCC singers are expected to make weekly rehearsals and occasional choreography rehearsals a priority in their life. Attendance at certain required events is vital to the success not only of the individual singer, but the entire group. The following types of events meet these criteria:

Dress Rehearsals & Tech Rehearsals

Unlike regular rehearsals, dress rehearsals bring together multiple elements beyond the music and dance that are vital for a successful performance. These include (but are not limited to) adjusting stage placement, moving on and off as a group, incorporating guest musicians, and utilizing lighting, sound, and costumes. Just like music and dance requires learning and practice, the incorporation of these elements also requires practice, and time to do so is often limited. Therefore, **attendance at all tech rehearsals and dress rehearsals is required.**

*More information on the Calendar can be found at www.PensacolaSings.org/Singer-Site.
More information on qualifying exceptions can be found in Sec. 3.08.*

Performances

Respecting one's commitment to community (see 3.01), a choir's performance is only as good as the sum of its parts. Therefore, **attendance at all performances is required.**

*More information on the Calendar can be found at www.PensacolaSings.org/Singer-Site.
More information on qualifying exceptions can be found in Sec. 3.08.*

2026-2027 Mainstage Performance Series

PCC's signature lineup of performances is presented by members of the Resident Choir Program. The following dates and estimated times apply only to the 2026-2027 season are subject to change and are listed here as an example to help plan calendars in advance. Exact schedules are finalized closer to the event date.

HAUNTCERT

<i>Dress Rehearsal</i>	10/25	<i>Ens, Chlrs, Chl</i>	est. 4:00-8:00p
<i>Performances</i>	10/26-27	<i>Ens, Chlrs, Chl</i>	est. 5:15p call
<i>School Shows</i>	10/30	<i>Ens, Chlrs, Chl</i>	est. 7:30a-3:30p (school day excusal provided)

CHRISTMAS ON THE COAST

<i>Tech Rehearsals</i>	12/7-8	<i>Gr. 1-3</i>	est. 3:30-5:30p
		<i>Gr. 4-5</i>	est. 4:30-7:30p
		<i>Gr. 6-8</i>	est. 5:30-9:30p
		<i>Gr. 9-12</i>	est. 5:30-9:30p
<i>Final Dress Rehearsal</i>	12/9	<i>All Choirs</i>	est. 5:00p call
<i>Performances</i>	12/11	<i>All Choirs</i>	est. 6:00p call
	12/12-13	<i>All Choirs</i>	est. 1:00p call
<i>School Shows</i>	12/10	<i>Gr. 3-12</i>	est. 8:30a-4:00p (school day excusal provided)

ONE WORLD, MANY VOICES

<i>Dress Rehearsals</i>	2/26	<i>Gr. 6-12</i>	est. 5:30-9:00p
	2/27	<i>Gr. 1-5</i>	est. 9:00a-12:00p
<i>Performance</i>	2/27	<i>All Choirs</i>	est. 1:00p call

SHOWTIME

<i>Tech Rehearsals</i>	5/3-5	<i>Gr. 1-3</i>	est. 3:30-5:30p
		<i>Gr. 4-5</i>	est. 4:30-7:30p
		<i>Gr. 6-8</i>	est. 5:30-9:30p
		<i>Gr. 9-12</i>	est. 5:30-9:30p
<i>Final Dress Rehearsal</i>	5/6	<i>All Choirs</i>	est. 5:00p call
<i>Performances</i>	5/7-8	<i>All Choirs</i>	est. 6:00p call
	5/9	<i>All Choirs</i>	est. 12:30p call

3.03 ABSENCES & TARDIES

While PCC members and their families are expected to make participation in PCC events a priority, life's circumstances will undoubtedly get in the way. In a departure from previous seasons' policies, PCC will no longer make the distinction between excused or unexcused absences. Rather, PCC will use a more simplified approach that will streamline staff and volunteer time and centers the values of transparency and equity.

Maximum Absence Thresholds

A child's participation in PCC performances will remain unaltered provided they do not exceed the maximum number of absences per concert cycle. These are as follows:

<i>Hauntcert</i>	3 total between 8/11/26-10/15/26
<i>Christmas on the Coast</i>	4 total between 9/8/26-11/19/26
<i>One World, Many Voices</i>	2 total between 1/4/27-2/25/27
<i>Showtime</i>	5 total between 1/6/27-4/15/27

PCC's rehearsal and performance calendar calls for additional rehearsals and performances outside of these periods, which most often fall under the category of "Required Events." Missing these events requires special consideration, and uninterrupted participation, regardless of the circumstances, is not guaranteed (see Sec. 3.02).

Weekly Rehearsal Absence

Absence at a weekly rehearsal, regardless of the circumstances, will be counted as 1 absence.

Choreography Rehearsal Absence

Because weekend choreography rehearsals are occasional and are marked by highly intensive, fast-paced instruction, missing a choreography rehearsal, regardless of the circumstances, will be counted as 2 absences.

Tardies

Being late to rehearsal is typically due to a variety of factors, but chronic tardiness is often the result of improper planning. Therefore, 3 consecutive tardies of 10-minutes or more will be counted as 1 absence.

Consecutive Absences

Singers who miss 2 consecutive events in a row will receive notification from PCC staff as a courtesy which will also be an opportunity to discuss potential future conflicts.

No-Call-No-Show

If an absence is anticipated, advanced notice is appreciated (see Sec. 3.06). If such notice is not communicated, a volunteer will make inquiries to any family whose child is absent within 10-minutes of the start of each event. If no response is provided, the absence is considered a "No-Call-No-Show," or simply "NCNS." After 3 NCNS, the child will be considered a drop and removed from PCC rosters. Future participation may resume at the next enrollment period, and any previously paid fees will not be prorated or refunded.

3.04 AT-HOME PRACTICE

As a performance-driven activity, absence from in-person instruction, for whatever reason, results in the loss of vital learning time. To combat this, PCC provides ample at-home learning resources, including sheet music, practice tracks, and rehearsal videos, to help a singer catch up after a missed rehearsal. Still, at-home learning without the supervision of PCC's highly qualified instructors is no substitute for being present for rehearsal. Especially after an absence, **at-home practice is expected**, but it should never be considered a substitute for in-person learning, nor a contributing factor when addressing absenteeism.

Rehearsal materials can be accessed at www.PensacolaSings.org/Singer-Site.

3.05 MANAGING CONFLICTS WITH OTHER ACTIVITIES

PCC encourages participation in other non-PCC activities, especially performing arts activities in local schools. Should the conflicts fall within the maximum attendance thresholds in a given concert cycle, and there are no conflicts with required events (see Sec. 3.02), advanced communication is not necessarily required, but it is appreciated. If conflicts beyond the maximum attendance threshold are anticipated, or if there is an anticipated conflict with a required event, advanced notice is required so that a PCC instructor can work with the singer and their family to attempt a compromise between both activities' schedules. **Providing notice is the first step, but not the final step, in managing these conflicts.** It is likely that a conflict with a required event or incurring multiple absences will impact a child's opportunity to fully participate in all aspects of upcoming performances. The nature of the conflict (school, sports, family, etc.) may also be considered. Even with advanced notice and compromise, the maximum threshold requirements still apply, and as such, a child's participation may be altered. To begin a conversation, please send a message to attendance@pensacolasings.org.

Continued on next page.

3.06 REPORTING REHEARSAL CONFLICTS

Any absence—whether anticipated or unanticipated—should be communicated with PCC. A volunteer will attempt to communicate with the caregiver of any singer who is unexpectedly absent. A record of the nature of these absences will be stored to aid in any potential future conversations regarding participation, especially if the maximum absence threshold is exceeded. To report an absence or a tardy of greater-than-10-minutes, utilize the following procedures:

Required Information

The following information is required to be supplied for all reported attendance conflicts:

- Singer's name
- Singer's choir (or grade level)
- Name of the person who is reporting the conflict
- The aforementioned person's relationship to the singer
- Date of the absence/tardy
- Reason of absence/tardy
- Best number to call in case of any questions

Reporting One-Day-Before or Sooner

If a singer's conflict is known more than 24 hours (including weeks or months) in advance, please email attendance@pensacolasings.org. Please note that if you do not receive an immediate reply, the message has been received and recorded. Conflicts with required events should be reported in a separate manner (see Sec. 3.07).

Reporting Day-Of

If the singer's absence was not anticipated, please call the dedicated attendance line at (850) 434-7760 ext. 345. This will direct you to a voice mailbox where you can leave a message with the information requested in the previous section. This line is available 24/7.

Failure to Report

If after an attempt was made to learn of a child's whereabouts when no prior absence notice was given, the child will be marked as "No-Call-No-Show," or "NCNS." After three consecutive NCNS, the child will be considered a drop and removed from PCC rosters.

3.07 REPORTING CONFLICT WITH REQUIRED EVENT

Any absence with a required event, regardless of the circumstances, is likely to result in the alteration of a child's full participation in an upcoming performance. Alterations, including the exclusion from certain moments in the performance, will reflect the child's prior attendance record, the nature of their absences, the learning displayed during in-person instructional time that resulted from at-home practice, as well as theirs and their family's conduct toward PCC and its representatives. If a conflict with a required event is anticipated, **the earliest notice is appreciated**. To initiate this conversation, please contact Brooke Dykes via email at bdykes@pensacolasings.org.

Section 4

WHAT TO EXPECT AT REHEARSALS & CONCERTS

4.01 REHEARSAL EXPECTATIONS & PROCEDURES

Nearly all rehearsals of PCC's Resident Choirs are held on the campus of First Presbyterian Church in the Margaret Moore Nickelsen Center (46 E. Chase St. 32502). The following expectations and procedures help each one run smoothly, safely, and effectively:

Attire

Singers should come to each rehearsal wearing their rehearsal uniform after it has been distributed. Any out-of-uniform pieces will be assessed a fee of 25¢ per item, and all proceeds will support PCC's tuition assistance fund. Singers who are not wearing a PCC-branded shirt may be issued a temporary one to wear for the duration of rehearsal and must be returned at the end.

More information on Uniforms can be found in Sec 7.

Drop-Off & Check-In

The following procedure should be followed prior to each weekly rehearsal and weekend choreography rehearsal:

1. Enter the PCC building no earlier than 15 minutes prior to the scheduled rehearsal time.
Caregivers are not required to enter the building to drop-off their child.
2. Deposit all coats, backpacks, silenced cell phones and personal belongings (other than a water bottle) on the hooks in the hallway adjacent to the rehearsal hall (to the right of the building entrance).
3. Use the restroom and fill water bottle no later than 2 minutes before the scheduled start of rehearsal.
4. Enter the rehearsal hall and take assigned seat no later than 2 minutes before the scheduled start of rehearsal.
Singers in grades 4-12 should retrieve their music and place any small handheld belongings in their assigned rehearsal cubby and take their assigned seats. Meanwhile, singers in grades 1-5 should move immediately find their assigned seat and sit.

Requesting Assistance

Pre-rehearsal time is an excellent opportunity to seek assistance with any and all things PCC. A singer's Choir Representative is a wealth of knowledge and can answer most questions pertaining to the Resident Choir Program without prior appointment. Certain administrative staff may be on-hand to assist as well, though this is not always possible. Teaching staff are not available to assist with walk-up inquiries that occur less than 30 minutes prior to the start of rehearsal.

For the best experience, please contact the PCC staff by phone or email in advance to schedule an appointment.

Remitting Payment & Paperwork

Pre-rehearsal time is a good opportunity to turn in payments for upcoming invoices or dropping required paperwork. These can be deposited in a lock box located inside the main entrance directly to the left of the doors or handed to a Choir Representative. Teaching staff are not able to accept payments or paperwork that are submitted less than 30 minutes prior to the start of rehearsal.

Scented Sprays

To be respectful of those with allergies and sensitivities to smell, perfumes, cologne, and scented after shave are not permitted to be worn. Body spray may not be used inside PCC's facility, nor should it be worn as an alternative to deodorant.

Pick-Up

At the conclusion of rehearsal, singers should return their music to its proper home, gather their belongings, and exit the PCC building at the earliest possible opportunity at the conclusion of rehearsal. Because each PCC rehearsal night involves multiple choirs schedule one after the other, it is crucial to keep the lobby clear of unneeded traffic jams.

Late Pick-Up / Babysitting

Caregivers and carpool drivers who are more than 10 minutes late for pickup will be billed \$1/minute for the remaining minutes until their arrival.

Car Line

Singers who do not drive themselves must rely on a caregiver or a carpool to provide transportation to and from rehearsal. The drivers in these instances must adhere to the following protocol:

- Approach the PCC building from eastbound Chase Street. Please follow the most left-hand lane as you approach PCC's parking lot.
- The driveway in front of PCC's main entrance becomes a 1-way street beginning 15 minutes prior to the first rehearsal of the evening until 15 minutes past the conclusion of the last rehearsal of the evening. Do not approach the main entrance from Gregory Street.
If you need to approach from Gregory, please park in the nearest available space and walk.
- Do not queue in front of the PCC entrance until 15 minutes prior to the scheduled dismissal time of any given rehearsal.
If you arrive early, please park in the nearest available spot. If you queue too early, you may be asked to move.
- Do not exit your vehicle at any time during the carline queue unless your child needs assistance getting in or out of the vehicle.
- Obey all traffic laws and do not sit idly on Chase St.
PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.
- If you arrive earlier than 15 minutes prior to dismissal, please park your car in a parking spot and wait to queue for pick-up. Do not park in the driveway.

4.02 OFF-SITE EVENT EXPECTATIONS & PROCEDURES

Performances are nearly always held at a rented or appointed performance space that is not owned or operated by PCC. Because these events occur away from PCC's rehearsal facilities, certain procedures exist to ensure families have the information they require to ensure their child is performance-ready.

Event Detail Sheet

The details for any offsite event are published in an [Event Detail Sheet](#) which can be found on the Singer Resource page of the PCC website (www.PensacolaSings.org/singer-site). These documents include the location address, the drop-off/pick-up time, uniform requirements, ticket information, and any other details that are relevant to the event. These sheets serve as a one-stop-shop for event-related information and should be referenced first before contacting a Choir Representative or staff member for questions.

For Mainstage Performances, these bear the title 'Tech Week.' More information on Tech Week schedules can be found in Sec. 3.02.

What to Bring

Due to space constraints, it's not recommended that singers bring excessive belongings. A small bag or backpack that contains required uniform pieces, homework, or an electronic device (if expressly allowed) to pass the time is appropriate.

Drop-Off

Singers should arrive no earlier than 10 minutes prior to the scheduled call time. Until then, staff and volunteers will be finalizing performance logistics and are not available to supervise unattended singers. Do not leave child unattended if PCC staff or volunteers are not visible.

Pick-Up

Caregivers and carpool leaders should plan to arrive for pick-up at or before the anticipated ending time published in the event detail sheet. Certain ticketed events (such as collaborations with the Opera or Symphony) may end later than PCC's scheduled pickup time. In such instances, PCC staff will communicate appropriate pick-up procedures for ticketholders on the Event Detail Sheet.

What to Wear/Bring

Singers and caregivers should refer to the Event Detail Sheet for information on what uniform is required. Singers may bring a small bag to hold personal items.

4.03 SAENGER-SPECIFIC EXPECTATIONS & PROCEDURES

Several of PCC's Mainstage Performances occur at the Saenger Theatre. The following expectations and procedures ensure a smooth and enjoyable experience both on- and off-stage:

Tech Week Schedule

The daily details of each rehearsal and performance held at the Saenger are published through a [Tech Week Schedule](#) that can be found on the Detail Sheet section of the Singer Resource page of PCC's website (www.PensacolaSings.org/singer-site). This includes drop-off/pick-up times, uniform requirements, *what to eat prior to arrival*, and considerable information about what to bring to the theatre. This schedule is typically published 2 weeks in advance of the first rehearsal at the Saenger. Even after its publication, rehearsal times will likely be slightly altered to ensure singers have enough time to be prepared.

For an example of a typical Saenger rehearsal schedule, refer to Sec. 3.02.

Drop Off & Check-In

The following procedures/policies should be followed prior to each event held at the Saenger Theatre:

- Drop singers at the [Backstage Entrance](#) (located at the corner of Jefferson and Intendencia Streets) no earlier than 15 minutes prior to call time.
- Do not queue on public roads at any time.
PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.
- Upon arrival, singers should check-in with their volunteer Choir Representative.
Do not leave a child alone if there is no badged PCC representative on the loading dock.
- In general, singers are not permitted to enter the building until their scheduled call time.

Security Screening

All occupants of the Saenger are required to go through a security screening. This may include a bag and metal detector scan. Singers and volunteers are expected to follow the instructions of security personnel at all times.

Prohibited Items

The Saenger has a list of items which are prohibited in the building. Among these include large umbrellas and glass items (including glass water bottles). While backpacks and large bags are published as prohibited, these items are generally permissible for performers and volunteers.

Holding Area

Each singer is assigned a space in a dressing room that is their own throughout their time at the Saenger. Singers are not permitted to freely roam the Saenger at any time and should remain in their assigned area until directed to move by a Choir Representative, appointed volunteer, or staff member.

Dressing Area Cleanliness

Singers of all ages are personally responsible for maintaining a clean and orderly dressing area. This includes cleaning up trash, keeping personal contents organized, and correctly storing costume pieces. Singers will not be dismissed until all occupants of an assigned dressing area have appropriately tidied their space.

4.03 **SAENGER-SPECIFIC EXPECTATIONS & PROCEDURES** (continued)

Respecting the Venue

The Saenger Theatre is a rented space. Singers are expected to take care of this borrowed resource and to leave the space as they found it. Any costs associated with repair or cleaning due to a singer's act of vandalism or damage resulting from negligence will be passed on to their family.

Footwear

Close-toed shoes are required to be worn by all occupants in the backstage area. For your safety, sandals, open-toed/open-back shoes, and Croc-like shoes are not permitted.

Rehearsal Pick-Up

Caregivers and carpool leaders should plan to arrive at the estimated dismissal time published in the Tech Week schedule. It is best to park the vehicle and walk to the Saenger loading dock to wait for singers to be dismissed. Do not queue on Jefferson or Intendencia Streets.

PCC bears no financial or legal responsibility for fines or citations issued by local law enforcement.

Performance Pick-Up

Singers must be retrieved from Intendencia Street, which is closed during performances at the Saenger. To assist with crowd control, singers will be dismissed through a designated door which will be communicated to caregivers in advance.

Continued on next page.

Section 5

TUITION & FEES

5.01 TUITION & FEE DESCRIPTIONS

PCC's choral programs utilize a sliding-scale tuition model along with some additional fees*. All tuition and fees are based on a child's choir membership. An explanation of these types of fees is as follows:

** Qualifying singers who join PCC with the full assistance are exempt from tuition and most fees.*

Registration Fee

Each member of the Resident Choir Program is assessed a registration fee once per season (August-May, annually) that is due no later than a singer's first rehearsal. Singers who participate in multiple choirs will not be assessed multiple registration fees. There is no prorated registration fee for singers who join in January.

Tuition

Tuition is due monthly and is due on the 1st or 15th of each month, depending on a family's stated payment preferences.

Activity Fees

Some activities require an additional cost. Examples include cast parties, weekend retreats (Gr. 6-12 only), and the high school banquet. While certain events, such as retreat, are required, others are not. Any additional fees will be communicated in advance.

5.02 SLIDING-SCALE TUITION RATES

All singers receive subsidized tuition. The true cost of monthly participation is offset by PCC's considerable fundraising efforts. Still, PCC employs a sliding-scale model of tuition provides a range of pricing that empowers a family to pay a monthly amount that best suits their household finances. The rate structure is established annually by PCC's Board of Directors. The minimums and maximums for registration fees and monthly tuition for the 2026-2027 season can be found below:

Choir	Grades	Registration Fee		Monthly Tuition	
		Minimum	Maximum	Min	Max
Preparatory	1-2	\$95	\$295	\$25	\$78
Choristers	3	\$95	\$395	\$25	\$88
Festival/Lyric	4-5	\$95	\$395	\$25	\$98
Concert	6-8	\$95	\$395	\$25	\$98
Ensemble	6-8	-	-	\$25	\$68
Young Singers	7-12	\$95	\$395	\$25	\$98
Choraliers	9-12	-	-	\$25	\$98
Chorale	7-12	-	-	-	\$68

Ambassadors will pay a flat-rate of \$58-per-trimester, which is eligible for Triple-A.

5.03 TUITION ASSISTANCE / TRIPLE-A COMMITMENT

PCC believes that music education should an opportunity provided to all eager youth of Northwest Florida and Southwest Alabama, regardless of their family's household finances. This belief is codified in PCC's tuition assistance initiative, **Triple-A** which stands for **affordable, accessible arts**. The Triple-A Commitment is the manifestation of PCC's sliding scale model of tuition where families can elect to pay monthly tuition based on their financial ability*. The gap between a family's financial commitment and full-priced tuition is filled by donors.

Families who wish to take advantage of Triple-A are required to complete a brief information form. Applications are processed in the order they are received. The application deadlines are as follows and are strictly enforced:

<i>Fall Semester (August/September)</i>	September 11, 2026
<i>Spring Semester (January)</i>	January 15, 2027

A family's potential reduction in full-priced tuition (or Triple-A award) is calculated using household information, adjusted gross income, and local data provided by the United Way of West Florida. Actual amounts are finalized after all applications have been processed and are adjusted to match available funds.

Continued on page.

5.04 TRIPLE-A TABLES

Families can estimate their Triple-A award, which ultimately manifests as a percentage (%) reduction in full-priced tuition and fees, using the tables below:

ESCAMBIA COUNTY								
# Adults	# Kids	Tier I approx. 70%		Tier II approx. 50%		Tier III approx. 30%		Tier IV approx. 10%
		Min.	Max.	Min.	Max.	Min.	Max.	≥
1	1	21,151	62,460	62,461	69,025	69,026	75,590	75,591
	2	26,651	71,499	71,500	84,079	84,080	96,660	96,660
	3	32,151	80,538	80,539	99,133	99,134	117,728	117,729
	4	37,651	89,577	89,578	114,187	114,188	138,797	138,798
	5	43,151	98,616	98,617	128,241	129,242	159,866	159,867
	6+	48,651	107,655	107,656	144,295	144,296	180,935	180,936
2	1	26,651	71,928	71,929	85,122	85,123	98,318	98,319
	2	32,151	82,083	82,084	100,734	100,735	119,387	119,388
	3	37,651	92,238	92,239	116,346	116,347	140,456	140,457
	4	43,151	102,393	102,394	131,823	131,824	161,255	161,256
	5	48,651	112,548	112,549	147,570	147,571	182,594	182,595
	6+	54,151	122,703	122,704	163,182	163,183	203,663	203,664

SANTA ROSA COUNTY								
# Adults	# Kids	Tier I approx. 70%		Tier II approx. 50%		Tier III approx. 30%		Tier IV approx. 10%
		Min.	Max.	Min.	Max.	Min.	Max.	≥
1	1	21,151	65,520	65,521	72,539	72,540	79,559	79,560
	2	26,651	75,543	75,544	89,725	89,726	103,907	103,908
	3	32,151	85,566	85,567	106,910	106,911	128,255	128,256
	4	37,651	95,589	95,590	124,096	124,097	152,603	152,604
	5	43,151	105,612	105,613	141,281	141,282	176,951	176,952
	6+	48,651	115,635	115,636	158,467	158,468	201,299	201,300
2	1	26,651	75,552	75,553	89,729	89,730	103,907	103,908
	2	32,151	86,490	86,491	107,372	107,373	128,255	128,256
	3	37,651	97,428	97,429	125,015	125,016	152,603	152,604
	4	43,151	108,366	108,367	142,658	142,659	176,951	176,952
	5	48,651	119,304	119,305	160,301	160,302	201,299	201,300
	6+	54,151	129,972	129,973	177,809	177,810	225,647	225,648

5.05 FULL SUBSIDY

Certain families may be eligible for full tuition subsidy. Eligibility requirements involve a family's income as well as certain other household qualifiers. If approved, singers and caregivers must meet certain monthly standards to maintain subsidy. Additional information is provided upon approval and enrollment.

5.06 PAYMENT POLICIES

To aid PCC families with their commitment to remit on-time payments (see Sec. 2.02), PCC has implemented the following payment procedures:

Billing

Families will self-select their billing preferences through a [Payment Form](#) that is completed alongside registration paperwork. The following billing options are available:

<i>Electronic invoice</i>	Click-to-pay, cash, check, money order, buy-now-pay-later*
<i>Credit card</i>	Auto-draft, phone, in-person
<i>Bank account</i>	Auto-draft

* Registration Fees and other large invoices may be paid with Affirm (buy-now-pay-later). A separate application with a third party is required, and additional fees apply.

Due Dates

<i>Registration Fee</i>	Date of child's first rehearsal
<i>Monthly Tuition</i>	1 st or 15 th of the month, depending on payment method
	<i>Electronic invoices are due the 1st of each month</i>
	<i>Auto-drafts via credit card or bank account can be paid the 1st or 15th of each month</i>

Electronic Payment Processing Fees

For a family's billing convenience, PCC utilizes the services of electronic payment processors to make paying easy. The following fees are paid to the processor in addition to your invoice total:

<i>Bank account</i>	0.00 % per transaction*
<i>Credit card</i>	3.59 % per transaction

* Bank account auto-draft is the preferred method of payment

5.06 **PAYMENT POLICIES** (continued)

Declined Auto-Draft Transactions

Any auto-drafts that are declined will be assessed a \$30.00 chargeback penalty.

Late Fees

On-time payments are required as a condition of membership (see Sec. 2.02). After 30 days, unpaid invoices will be automatically assessed a 10% late fee. An additional 10% will be added automatically for every additional 30 days the invoice is unpaid. Late fees are generally not waived for any reason.

Refunds

Generally, tuition and fees are not refundable. Any prospective refund must be approved by the Finance Committee of the Board of Directors.

5.07 **INVOICE TRACKING**

PCC's payment processor tracks the delivery and receipt of electronic invoices. Staff are able to view records of when an invoice was generated, sent, and opened by a recipient. Families who choose to pay by cash, check, or electronic invoice are responsible to make on-time payments to avoid late fees. PCC is not responsible for any invoices filtered into spam or those which have gone unopened.

5.08 **STEP UP FOR STUDENTS**

PCC is a registered provider through Step Up for Students, and recipients of Step Up funds can use them to pay for PCC's one-time registration fee and monthly tuition. Families must reserve an entire semester's worth of services upon enrollment. Those who use Step Up funds are **not eligible for financial assistance** through PCC's Triple-A Commitment. Proper procedures must be followed or a child's participation may be interrupted.

Continued on next page.

Section 6

COMMUNICATION

6.01 STAYING INFORMED

PCC employs a robust system of communications to keep its families informed of PCC-related activities, announcements, and opportunities. Most systems have the ability to track the receipt of messages, whether they have been opened, and if any clicks have occurred. However, with hundreds of families on the roster, it is a burdensome task for PCC's small staff to ensure that each family's communications are being correctly delivered. As such, it is important that caregivers take initiative to remain informed. PCC sends at least weekly email on Fridays. If those are not being received, please call the office at (850) 434-7760 so we can verify your records.

6.02 CHOIR-SPECIFIC COMMUNICATIONS

For communications specifically related to a particular choir, PCC utilizes SchoolCast, a cloud-based email, text, and voice communication service. SchoolCast communications are similar to a standard email and will typically contain information regarding upcoming performances, choir-specific announcements, and calendar changes. This system requires the following:

E-Mail

All PCC caregivers are required to have a valid email address that will be used for PCC communications. Up to 3 email accounts can be added per member. While all email accounts are compatible with PCC's communication services, Yahoo and AOL accounts sometimes filter communications to junk mail. To ensure that emails are being received, please add the @pensacolasings.org domain to your safe senders list, in addition to the following addresses:

- admin@pensacolasings.org
- finance@pensacolasings.org
- membership@pensacolasings.org
- noreply@pensacolasings.org

Cell Phone

All PCC caregivers are encouraged to have a valid cell phone number capable of receiving text messages. Up to 3 phone numbers can be added per member. Texts may be sent for last minute reminders. Standard text messaging rates apply based on your carrier.

6.03 ALL CHOIR & OUTWARD-FACING COMMUNICATIONS

For communications that pertain to nearly all PCC families or are of interest to the community at-large, PCC utilizes Constant Contact, a cloud-based email marketing system. The following communications are pushed through this platform:

Weekly Update

On Friday of each week, PCC sends a Weekly Update that contains information on all the current PCC happenings that pertain to all (or most) choirs. This regularly scheduled digest helps cut down the number of email communications that PCC could send and puts information in an easy-to-find place. PCC families are expected to review this information when it is received.

Outward Facing Notices

All emails associated with each PCC singer will also be added to a mailing list for PCC's outward facing communications. These are typically sent no more than twice per month and contain exciting information that is to be shared with the community at-large.

6.04 SOCIAL MEDIA

On par with today's digital age, PCC maintains robust social media accounts which allow PCC families and the community at-large to engage with PCC online. Social media is used to facilitate the following:

Family-to-Family Support

It's no surprise that participating in PCC can be overwhelming at first, especially close to Mainstage Performances. To help newer families, PCC maintains a closed online Facebook group for caregivers of current PCC singers. This digital space provides a forum for caregivers to pose questions and receive the assistance of other caregivers who have been involved with PCC for a longer period. To join, search Families of Pensacola Children's Chorus or visit www.Facebook.com/PCCFamily.

Storytelling & Marketing

PCC maintains Facebook, Instagram, and TikTok accounts to share content that promotes events, celebrates the accomplishments of PCC singers, and spread PCC's mission among the community. Social media users are encouraged to "like" or "follow" these accounts on respective platforms by searching @PensacolaChildrensChorus.

Spreading the Word

PCC appreciates the help of social media users to help promote PCC's programs, activities, and performances. Best of all—it's incredibly easy. Simply click the share button when PCC shares a post and PCC's message spreads further than ever before. (Thank you for your support!)

6.05 WEBSITE

PCC's robust website—www.PensacolaSings.org—is a hub of information on all things PCC. One vital resource housed on this site is the **Singer Site** which houses information specific to the Resident Choir Program. Be sure to bookmark www.PensacolaSings.org/Singer-Site to have easy access to the calendar, practice materials, online stores, and more.

Section 7

UNIFORMS & PERFORMANCE APPEARANCE

7.01 REHEARSAL UNIFORM

PCC requires a uniform for all rehearsals. Not only does this visibly represent the value of teamwork and community, it welcomes the opportunity for a singer to be viewed for who they are, not what they wear. Rehearsal uniform requirements can be found below.

Choir	Top	Bottom	Socks	Shoes
Preparatory Choristers Festival/Lyric	Blue PCC t-shirt*	Solid black skort, chino shorts, pants, or leggings	No-show or ankle-length	Tennis or gym shoes with ties
Concert Ensemble	Blue PCC t-shirt*	Solid black athletic leggings (no cotton) or joggers, or chino pants/shorts	No-show or ankle-length	Tennis or gym shoes with ties
Young Singers Chorale Choraliers	Black PCC t-shirt*	Solid black athletic leggings (no cotton) or joggers	Appropriate for shoes	Black jazz, character, or ballroom shoes
Ambassadors	Same as core choir	Same as core choir	Same as core choir	Same as core choir

* Provided by PCC once-per-season. Additional shirts are available for purchase.

7.02 FORMAL PERFORMANCE UNIFORM

Formal uniforms are utilized in nearly every Mainstage Performance and at various community events. These uniform looks vary by choir and can be selected based on a singer's personal preferences. Items can be ordered and billed by PCC, or can be purchased separately. Qualifying singers who join PCC with the full assistance will be provided most formal uniform pieces.

Preparatory, Choristers, Festival

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Blouse/Jumper	Peter Pan-collar white blouse	Black jumper	White microfiber tights	Plain black flats	Stole* Hairbow*
Option 2 Vest/Pants	White dress shirt Black sweater vest	Black dress slacks	Solid black dress socks	Solid black oxfords	Black tie* Black belt

* Provided by PCC at performance events.

Concert, Ensemble

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Blouse/Jumper	Peter Pan-collar white blouse Blue vest*	Black skirt	Skin tone tights/body tight	Plain black dress flats	Black crosstie*
Option 2 Vest/Pants	Oxford-collar white shirt Blue vest*	Black dress slacks	Solid black dress socks	Solid black oxfords	Black tie* Black belt

* Provided by PCC at performance events.

7.02 FORMAL PERFORMANCE UNIFORM (continued)

Young Singers, Choraliers, Chorale

Style	Top	Bottom	Socks	Shoes	Accessories
Option 1 Dress	Black dress*	n/a	Skin tone body tight with clear straps	Black character shoes	Pearl necklace*
Option 2 Blouse/Pants	Black sheen blouse*	Solid black dress pants	Skin tone body tight with clear straps	Black character shoes	Pearl necklace*
Option 3 Tuxedo	White tuxedo shirt* White v-neck t-shirt Tuxedo jacket*	Tuxedo pants*	Solid black dress socks	Black ballroom shoes	Black bowtie* Cummerbund*

* Provided by PCC at performance events.

7.03 SPECIAL PERFORMANCE ATTIRE

From time to time, PCC choirs will perform at certain events where PCC's formal uniform is not appropriate. In such cases, the dress requirements will be communicated in the Event Detail Sheet which is posted on the Singer Site (see Sec. 4.02).

7.04 ADDITIONAL BACKSTAGE/PERFORMANCE ITEMS

To preserve and effectively utilize costume pieces and to ensure singers feel comfortable changing in and out of costume at *Christmas on the Coast* and *Showtime*, additional garments are required. These can be ordered and billed by PCC upon request, or purchased separately.

These items are not provided for fully subsidized members.

Preparatory, Choristers, Festival, Concert, Ensemble

- Plain white skin-tone t-shirt or camisole
- Solid white sneakers

Young Singers, Choraliers, Chorale

- Nude character shoes (dress/blouse options only)
- Skin-tone convertible bra (if applicable)
- Black volleyball/bike shorts (dress option only)
- Solid white v-neck t-shirt with sleeves (tuxedo option only)

7.05 ALTERATIONS

To ensure uniformity among all singers, no uniform piece, whether issued by PCC or purchased by a singer's caregiver, may be altered without prior approval. Any unapproved alterations may require the purchase of unaltered garments at the family's expense.

7.06 USED UNIFORM PIECES

Donations of outgrown, well-kempt uniform pieces is always appreciated. These items can help alleviate mid-season sizing emergencies and last minute loaners for performance.

Continued on next page.

7.07 PERFORMANCE APPEARANCE

A performance truly begins not when the music starts, but from the minute the first singer steps foot on stage. In addition to uniforms, one's personal appearance also contributes to the overall look and professionalism of an ensemble. Specific appearance requirements will be included in the Event Detail Sheet (see Sec. 4.02). The following guidelines are generally accepted and expected at all performances, but especially at Mainstage Performances.

Hair

Visible hair must be of a natural color, keeping in mind that costume needs may require hair to be pulled back/up. It should be clean, kempt, styled, and secured away from the face. Bangs should be trimmed and must not cover a singer's eyes. Long hair should be pulled back into a "half-up, half-down" look where the hair framing the face is pulled back and secured behind the ears. Curling is not required. Short hair should be well-groomed, free of frizz, and secured out of the face. Modest hair accessories are acceptable provided that they match or blend in with a singer's natural hair color. For *Christmas on the Coast* and *Showtime*, any special considerations for hairstyle should be directed to the Costume Designer.

Facial Hair

Facial must be kept trimmed and tidy. Patches, stubble, and spotty growth are not permitted on stage. For *Christmas on the Coast* and *Showtime*, any special considerations for hairstyle should be directed to the Costume Designer.

Tattoos

Prominently visible tattoos may need to be covered if they detract from a unified look. Consult the Costume Designer for final determination.

Jewelry

Personal jewelry is not allowed at any performance. This includes permanent jewelry, as well as necklaces, bracelets, silicone bands, watches, rings, ankle bracelets, any visible piercings, or wrist-worn watches/smart devices. Emergency medical accessories are always permitted.

Nail Polish & Fake Nails

In general, only clear nail polish (gel acrylic or otherwise) is preferred for all performances. Clear is the only acceptable polish for Mainstage Performances. Fake nails should be removed by Wednesday of Tech Week for *Christmas on the Coast* and *Showtime* and are not permitted during any Mainstage Performance.

Make-Up

Theatrical lights shine so brightly that they wash out facial features which often makes it difficult for audiences to easily identify a specific child on stage. Stage makeup* is strongly recommended for all singers participating in *Hauntcert*, *Christmas on the Coast*, and *Showtime*.

* Ready-made kits can be purchased online. Bill Nye is a respected brand.

Singers are encouraged to wear as much or as little make up as they are comfortable. The following guidelines outline the most a singer should wear:

<i>Foundation/Powder</i>	Match skin-tone
<i>Blush</i>	2-3 shades darker than natural blush color, according to skin-tone
<i>Lip Color</i>	2-3 shades darker than natural lip (use matte balms, stains, long-wearing colors)
<i>Eye Shadow</i>	2-3 shades darker than skin-tone
<i>Eye Liner</i>	Black or brown
<i>Mascara</i>	Black or brown

Scented Sprays

To be respectful of those with allergies and sensitivity to smell, perfumes, cologne, and scented after shave are not allowed during rehearsals or performances.

Personal Hygiene

Hygiene is an important to maintain in everyday life. Add stage lights and choreography, it is essential! Singers are expected to arrive at performances clean and fresh to the best of their ability. Deodorant is always required. Body spray is not a substitute for deodorant and is not permitted. If hygiene becomes an issue, PCC may inconspicuously provide deodorant and prescribe other cleanliness measures to be enacted onsite.

Continued on next page.

Section 8

SPECIAL OPPORTUNITIES FOR SINGERS

8.01 COMMUNITY BUILDING

While rehearsals and performances provide ample opportunity for singers to connect with one another in meaningful ways, there are several events outside of these routine activities that can deepen the social experience that PCC has to offer. These activities are not required but are encouraged, especially for those singers who are looking to expand their social circle and participate in PCC more fully.

Y'All Come Day

Y'all Come Day is an activity in team-building that fosters connections across PCC's Resident Choirs. Combining all singers in grades 1-12 in the same room, this event features a roulette of games and social activities that are meant to forge bonds across age lines. Led by PCC staff and high school-aged counselors, this event is typically held in January/February.

SAS Events

SAS events are led and planned by PCC's Student Activities Squad (SAS). These are typically thematic based on the season and can take many forms. Past events have included karaoke, movie screenings, spaghetti dinners, and talent shows. Details are announced during rehearsals and in the Weekly Update.

8.02 SERVICE

Middle- and high school-aged singers who enjoy giving back to their community will find many opportunities at PCC. Service-related activities and certain performances qualify as service hours for the Bright Futures Scholarship and many schools' community service requirements. Opportunities include:

Internships

High school-aged singers have the opportunity to apply to be an intern for Preparatory, Choristers, Festival, Concert, and Ensemble. Interns are expected to attend each rehearsal for their assigned choir in order to serve as vocal and movement models. A short interview process is required. Ultimately, interns are selected by virtue of their commitment to PCC's programs, demonstrated leadership qualities, level of maturity, and content of their character.

Singer Activities Squad

Resident Choir members in grades 7-12 can opt to run for an elected position on the Singer Activities Squad (SAS). As PCC's student council, members of SAS meet routinely to plan singer engagement events, offer feedback to staff on current program activities, and discuss challenges facing the singer community. The chair of SAS is appointed by the Board of Directors and sits on the Board as a non-voting member.

Ambassador Choir

Singers who are selected to join the Ambassador Choir qualify for many community service hours. Qualifying hours vary from performance-to-performance, and singers will be notified as to whether their participation in a specific event may be counted as service hours.

Community Performances

Certain community performances may qualify for community service hours. Specific examples include singing for military groups, at assisted livings, at sporting events, and at religious services. Generally, PCC's Mainstage Performances and collaborations with other arts organizations do not qualify for community service hours. Similarly, rehearsals do not typically count either.

Summer Programs

Resident Choir singers entering grades 9-12 are encouraged to volunteer at PCC's summer programs. As counselors, singers will help campers engage in camp activities, assist teachers with instruction and classroom management, and move children from place to place. All time spent as a counselor during these activities qualifies for community service hours.

Office & Production Assistance

From time-to-time, PCC staff will put out a call for volunteers to assist with tasks around the PCC office or in support of upcoming Mainstage Performances. Previous tasks have included organizing the choral library, stuffing mailers, organizing the warehouse, or moving production-related items from place to place. While these events are sporadic in nature, they always qualify for community service hours.

In order for PCC's staff to sign off on accrued community service hours, singers are expected to maintain an accurate, personal log throughout the season. Staff members are not expected to assist singers in creating a calendar of accrued service hours, as rehearsal schedules and the performance calendar are widely available.

8.03 TOURS & TRIPS

Traveling with PCC is an incomparable opportunity to strengthen friendships, develop independence, and broaden one's view of the world. Members of Festival, Concert, Ensemble, Choraliers, Chorale, and Young Singers have opportunities to travel each year. While most tours are not required, participating in them is strongly encouraged.

Fundraisers are administered throughout the year to offset the cost of the trip. Information on upcoming trips can be viewed online at www.PensacolaSings.org/Tours.

8.04 FINANCIAL AWARDS

Each year, PCC's Board of Directors offers 8 financial awards valued at \$500 each to select members of PCC's Resident Choir Program who have been enrolled for at least 1 season. Recipients are chosen based on a successful application and review process. Criteria for selection varies by award, and specific information is typically announced in March of each season. Winners are featured in the playbills of the Mainstage Performance Series for the duration of the season.

8.05 COLLEGIATE SCHOLARSHIPS

PCC's Board of Directors provide collegiate scholarship opportunities for graduating seniors who enroll in a qualifying higher education institution. These scholarships are typically \$1,500 each, and the number to be distributed varies from year-to-year.

8.06 SUPPORTING PCC & WINNING PRIZES

Once or twice per season, PCC will host a singer-only fundraiser (e.g. Penny Wars) or a grassroots social media campaign to help raise critical funds to support PCC's programs. Singers who participate can win special prizes, including PCC swag. Top performing choirs may also receive a special party or additional incentives.

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Section 9

PCC STUDIO

9.01 PARTICIPATION

PCC Studio provides instruction in private voice, private piano, group dance, and musicianship. Interested singers will be assigned to an instructor and curriculum of study that best suits their needs and interests. PCC Studio participants must be members of the Resident Choir Program to participate. Singers of all ages are eligible for musicianship and piano. Those in grades 4-12/ages 9-18 are eligible for group dance, and those in grades 6-12/ages 11-18 are eligible for private voice.

9.02 LESSON TYPES

PCC Studio participants may focus on any of the following disciplines in their lessons:

Voice

Singers in grades 6-12/ages 11-18 can focus on private vocal development. This includes a study of healthy vocal technique as well as an exploration of age-appropriate vocal repertoire. These lessons also include time for audition and performance preparation.

Instructors Miguel Aldahondo, Erin Dixon, Veronica Lindholm, Ethan Middleton

Piano

Singers in grades 1-12/ages 6-18 can enroll in private piano lessons which are designed to develop keyboard skills alongside a deep dive into music theory and musicianship.

Instructors Miguel Aldahondo, Erin Dixon

Dance

Singers in grades 4-8/ages 9-14 can enroll in specialized group dance lessons. Held in tandem with choreography rehearsals, these lessons will help a child develop a mastery of their body to communicate a story through movement. Those in grades 4-5/ages 9-11 will focus on bodily refinement, opposing movement, and an introduction to dance style. Those in grades 6-8/ages 11-14 will focus on technique refinement, lexicon mastery, and practice skills, with an aim to participate in the performing arts in high school. High school-aged singers may enroll with the recommendation of staff.

Instructors Veronica Lindholm, Kayla Phillips

9.03 MONTHLY TUITION

The various disciplines of PCC Studio meet at different frequencies. Voice/Piano meet according to a mutually agreed upon schedule, based on the desired frequency. Dance studio meets in tandem with weekend choreography rehearsals, with additional opportunities scheduled in December, January, February, and May.

Voice/Piano	Bi-Weekly	30-minutes	\$84/month
		45-minutes	\$144/month
	Weekly	30-minutes	\$119/month
		45-minutes	\$214/month
Dance	Monthly	Gr. 4-5	\$39/month
		Gr. 6-8+	\$49/month

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9.04 SCHEDULING

Studio lessons and classes are scheduled as follows:

Voice/Piano

Private lessons will be scheduled with individual participants based on mutual availability between the teacher and student. Bimonthly students are guaranteed at least 2 lessons per month which will be carefully scheduled to avoid conflicts with the PCC calendar. Weekly students will receive as many as 5 or as few as 2 lessons per month, based on the PCC calendar and the number of weeks in a given month. Instructors will contact participants at appropriate intervals throughout the season to schedule lessons.

Dance

Group dance lessons will be conducted in tandem with weekend choreography rehearsals. During the months of December, January, February, and May—when choreography rehearsals typically do not occur—special meetings will be scheduled. The routine times are as follows:

Grades 4-5 / Ages 9-11 Choreo Saturdays, 9:15-10:00a
Grades 6-8+ / Ages 11-14+ Choreo Saturdays, 10:30-11:30a

Blackout Dates

Coinciding with the Resident Choir rehearsal schedule, the following periods represent blackout dates during which no lessons will be offered, nor will make-up lessons be scheduled.

October 26-27	<i>Hauntcert</i>
November 23-27	<i>Fall Break</i>
December 7-11	<i>Tech Week, Christmas on the Coast</i>
December 21-January 1	<i>Winter Break</i>
March 22-26	<i>Spring Break</i>
May 3-7	<i>Tech Week, Showtime</i>

Make-Up Expiration

Private students should schedule make-up lessons by no later than May 28, 2027. Lesson credits do not hold over from season-to-season. Missed dance studio classes are not rescheduled.

9.05 PRIVATE LESSON ATTENDANCE

A number of scenarios could prevent a student from arriving on time for their lesson. While private lessons allow for more flexibility in scheduling than large-group choral rehearsals, PCC Studio participants are asked to make every effort to honor their scheduled lesson times. In the event that a conflict arises, please refer to the following guidelines:

- If you are **running late**, please contact your instructor directly. Regardless of the reason for tardiness, the lesson will conclude at its scheduled end-time (e.g., if you arrive 15 minutes late for a 30-minute lesson, you will receive a 15-minute lesson). Habitual tardiness will require a conversation between the instructor, student, and the student's caregiver to discuss alternate lesson formats, schedule changes, or possible discontinuation of lessons for a period of time.
- If you need to **cancel a lesson**, please contact your instructor 24 hours in advance to reschedule. If a mutually agreeable time cannot be found, a lesson credit will be issued to be used between September 1, 2025, and May 29, 2026. Unused credits do not carry over from season-to-season. Cancellations that are received with less than 24 hours of notice may not be issued a lesson credit at the instructor's discretion. (Be mindful that virtual lessons are always an option!)
- If you **do not arrive for your lesson with no contact**, the instructor will wait up to 10 minutes past the scheduled start time before making contact. If no contact can be made within 15 minutes of the scheduled start time, the lesson is considered canceled and no lesson credit will be issued. Habitual absenteeism will require a conversation between the instructor, student, and the student's caregiver to discuss alternate lesson formats, schedule changes, or possible discontinuation of lessons for a period of time.

Like the Resident Choir Program, participation in PCC Studio is for **one entire season**. Occasional breaks or an indefinite hiatus are unlikely to be honored.

9.06 SPECIAL PERFORMANCES & ADDITIONAL OPPORTUNITIES

Studio participants will be given special performance opportunities at a final recital in May. Instructors will also notify students of additional performance opportunities (e.g., local cabarets, adjudicated events, masterclasses, honor choirs) as they arise and will encourage participation based on a student's age, ability level, and demonstrated work ethic. **Please note that participation in PCC Studio will not result in special preference for solos or stage placement among PCC's Resident Choirs.**

Section 10

SUPPORTING YOUR SINGER

10.01 PERFORMANCE TICKETS

Family and friends of PCC members are strongly encouraged to cheer them on as audience members for all PCC performances. All concerts in the Mainstage Performance Series require a separate ticket purchase* and range from \$15-\$60 depending on the concert and seating tier. Look for specific instructions in the Weekly Update and on PCC's website on how to obtain tickets. **PCC families receive access to tickets prior to the general public at a discount, so be sure to take advantage!**

** Discounts for participating Triple-A families apply.*

10.02 SEASON SUBSCRIPTIONS

Family and friends are encouraged to secure their seats through a season subscription. These packages include tickets to each of PCC's Mainstage Performance and are available for purchase between July and September of each season. Subscribers receive guaranteed seating and concierge service from PCC's staff.

For more information, contact Courtney Parker at cparker@pensacolasing.org.

10.03 STREAMING

Certain concerts in the Mainstage Performance Series are livestreamed, meaning family and friends near and far can support their PCC singer. Access starts as little as \$15. Content is typically accessible starting at the time of the purchased performance until the following Tuesday after the concert concludes. Streaming subscriptions are also available for the season.

For more information, contact Courtney Parker at cparker@pensacolasing.org.

10.04 CELEBRATION ADS & SHOUTOUTS

Family members can let their PCC singer know how proud they are of their growth by purchasing a Celebration Ad or Shoutout in the Mainstage Performance Series playbills. Ads feature a photo, custom message, and specialized design. Pricing varies by size and can be viewed on the Singer Site. Shoutouts are a low-cost alternative which feature a single line of text, but just as much personalization. Purchase and design deadlines vary from concert to concert.

For more information, contact Garrett Hallbauer at ghallbauer@pensacolasing.org.

10.05 BUSINESS ADVERTISING

PCC families who own businesses have the opportunity to promote their business through PCC's Mainstage Performance Series and on PCC's social media account. Considering PCC's annual in-person audience of 15,000 and online community of nearly 5,000 followers, the opportunities in marketing are promising! Pricing varies by size and design requirements.

For more information, contact Garrett Hallbauer at ghallbauer@pensacolasing.org.

10.06 SPONSORSHIPS

Sponsoring PCC as a business or a family provides critical financial support to PCC's Mainstage Performance Series and Tuition Assistance Fund. Sponsors receive a variety of benefits, including considerable marketing and tickets to each concert. Certain tiers also receive an on-stage shoutout from a singer of their choice. Most contributions are tax deductible.

For more information, contact Cheyenne Boynton at cboynton@pensacolasing.org.

10.07 DONATIONS

While not all families have the ability to contribute beyond tuition, others may be so inclined through a personal donation. Donors can designate their gift toward Tuition Assistance or Greatest Need. Contributions are tax deductible and are recognized by name in the Mainstage Series playbill.

For more information, contact Cheyenne Boynton at cboynton@pensacolasing.org.

10.08 VOLUNTEERING

Abundant volunteer opportunities are available among PCC's choirs and performances. Some require a Level II FBI/BCI background check.

To inquire about volunteering, contact Brooke Dykes at bdykes@pensacolasing.org.

Choir Representative

Choir Representatives, or "Choir Reps" for short, assist PCC staff in managing the Resident Choirs. These individuals are assigned a specific choir and attend weekly and weekend rehearsals as well as provide support during performances. By far the largest volunteer role at PCC, Choir Reps play a critical role in shaping the PCC experience for each singer. This role is best filled by an individual with a passion for youth and for PCC's mission who also has the ability to easily navigate between their role as parent of their own child and the needs of all singers in their assigned choir.

Costume Representative

Costume Representatives, or "Costume Reps" for short, assist in the Costume Room during PCC rehearsals. Carrying out tasks as assigned by the Costume Designer, these individuals help sort, craft, and assign costume pieces for each singer in advance of *Christmas on the Coast* and *Showtime*. They also assist with PCC-issued formal uniform pieces. This role is best filled by an individual who has an eye for detail. Sewing skills are not required, but certainly desired.

10.08 VOLUNTEERING (continued)

Backstage Crew

Crew volunteers serve on one of 4 teams: props, microphones, sound, and cues. Props volunteers help organize props used by singers for the performance as well as managing on-stage decorations. Microphone volunteers affix and detach microphones from soloists. Sound volunteers aid the sound crew with calling cues for solo microphones and special audio moments within the context of a performance. Cues volunteers assist the Stage Manager in relaying information to choirs before they get on stage. These roles serve during the Tech Weeks of *Christmas on the Coast* and *Showtime*. These roles are best filled by individuals who easily take direction, thrive in routines, and have free evenings during concert weeks.

Dressing Room Support

Dressing room volunteers assist Choir Representatives and PCC staff in the supervision of singers in their backstage holding areas. Additional responsibilities include assisting with costume changes, distributing snacks, and assisting with behavioral management. This role is best filled by individuals who have a passion for youth, remain calm under pressure, are patient, and have free evenings during concert weeks.

Project Assistance

From time-to-time, the PCC staff will put out a call for support for one-off projects. Past examples include moving equipment to and from PCC's warehouse, organizing files, stuffing mailers, and distributing marketing materials around town. These roles are best filled by individuals who are passionate about PCC's mission whose skills, interests, and resources intersect with the help requested.

Special Event Support

PCC hosts a number of events, gatherings, and parties to support its singers through social activities and fundraisers. Volunteers are needed especially for setup with tasks such as setting tables, steaming tablecloths, and assisting with décor. Assistance cleaning up events is especially needed and historically lacking. PCC will put out calls for assistance with special events as needed.

Family Advisory Committee

The Family Advisory Committee is a formal advisory group comprised of current PCC parents whose chair serves as an Advisory Member of PCC's Board of Directors. This group plans social events for parents/caregivers to connect with one another, builds camaraderie during volunteer activities, and supports singers through fundraising and other initiatives. Membership is capped at 15 total members. If you are eager serve, please contact a staff member to get in touch with the current chair.

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Section 11

CODE OF CONDUCT

11.01 APPLICABILITY

The Code of Conduct (COC) applies to all persons who participate in any of PCC's activities, enter a PCC-operated facility, or attend a PCC-sponsored or affiliated event. It pertains to singers, parents, caregivers, family members, volunteers, staff, and board members alike (who may be referred to herein as "the Applicable Parties") These behavioral standards have applications beyond PCC in many aspects of daily life and work.

11.02 SAFE SPACE & INCLUSIVE PLACE

The cornerstone of the COC is the policy for Safe Space and Inclusive Place. Aligned with PCC's organizational values (see Sec. 1.03), this dual policy serves as the foundation for all of PCC activities. It is taken quite seriously.

Safe Space

*The Pensacola Children's Chorus intentionally strives to cultivate a **respectful environment** that is a **safe space** for its singers, staff, and volunteers.* A respectful environment is a mental and physical space where an individual feels affirmed, welcomed, and respected. A safe space is a physical environment where one's expression of self and the expressions of others are protected from ridicule, prejudice, and physical harm.

Inclusive Place

The Pensacola Children's Chorus welcomes individuals from a menagerie of backgrounds, beliefs, and walks of life. These individuals might define their identity by race, color, ethnicity, nationality, religion, gender identity, sexuality, physical characteristic, ability, disability, among any number of other identifying factors.

PCC's Inclusive Place policy aims to *celebrate not only what makes each person unique, but also to cultivate mutual respect and deeper understanding that can only be built within community.* Repertoire, rehearsal structure, and social experiences are critical tools that are used to foster this among PCC singers.

Unwelcomed Behaviors

While individuals of multiple backgrounds, beliefs, and identities are always welcomed, certain behaviors that are inherently contrarian to PCC's values (see Sec. 1.03) are not. These include, but are certainly not limited to, harassment, discrimination, gossip, and bullying, especially when motivated by prejudice rooted in race, gender, sexuality, religion, socioeconomic status, or disability.

Violations

Any observed or reported violations of PCC's Safe Space & Inclusive Place Policy will be promptly addressed. An individual who severely violates or undermines this policy may be immediately removed from the premises and possibly barred from future participation in PCC activities. Any singer who violates this policy, no matter how severe, will face consequences that match the severity of the violation, including suspension, temporary expulsion, or permanent termination of membership.

11.03 SOCIAL MEDIA CONDUCT

PCC encourages the use of social media to promote its performances, programs, and events. Still, in today's online society, great care must be taken to ensure online interactions are safe and responsible. As such, PCC has established standards that outline how Applicable Parties are expected to interact online with PCC's brand, activities, and stakeholders.

Brand-Appropriate Engagement

Any PCC participant through their affiliation with the organization shares responsibility for tastefully and respectfully portraying PCC's name, likeness, brand, and image. As the purveyor of the organization's reputation in the broader community, *PCC reserves the right to request the removal of any social media content that PCC determines is derogatory, slanderous, misrepresentative, or inconsistent with the policies, brand, and values of the organization.*

Consent-Based Content

While PCC obtains permission to post names, images, and likenesses of its singers through enrollment paperwork, that privilege is not automatically granted for singers, caregivers, and volunteers. To respectfully share content that involves the name, image, or likeness of others, Applicable Parties must agree to the following:

- Obtain posting permission from any person who is named or who may be represented in a post before publicly publishing its content;
- Refrain from using social media platforms to privately or publicly share images or information that portrays another individual in a negative manner, or in such a manner that violates their privacy;
- Refrain from circulating or engaging with offensive, derogatory, slanderous, or misrepresentative content involving another individual or PCC as an organization, and;
- Report any perceived violation of these aforementioned policies to a PCC staff member.

11.04 USE OF PERSONAL PROPERTY

To ensure the safety of for all program participants, individual property is subject to search by a PCC staff member and/or its appointed representative if reasonable suspicion exists that a prohibited or illegally possessed item is contained therein.

A singer's electronic device is also subject to search. A staff member and/or its appointed representative shall have the authority to review the content of a singer's phone if reasonable suspicion exists that a singer is using their cell phone and/or social media accounts to violate the Code of Conduct. Should such an instance occur, singers are required to provide necessary passwords to access the phone and its contents. Wherever possible, such a search will be conducted in the presence of the child's caregiver.

11.05 EXPECTATIONS FOR SINGERS

In addition to the aforementioned policies, PCC singers are also expected to abide by the following guidelines:

- Maintain a high degree of self-control and personal responsibility;
- Heed the directions of PCC staff and volunteers;
- Be supportive and respectful of their peers;
- Take care of one's personal property, the property of PCC, and property owned by fellow students, volunteers, and staff, and;
- Refrain from possessing, using, or distributing any drugs, alcohol, vape pens, tobacco, or other forms of contraband at any time, including during time spent away from PCC activities.

11.06 EXPECTATIONS FOR CAREGIVERS

A singer's success at PCC is magnified through supportive caregivers. As the primary receiver of information, great responsibility is placed on caregivers to reinforce PCC's values and to remain organized and informed in order to nurture and maximize their child's experience with PCC. In addition to the applicable policies listed in previous sections, caregivers are also expected to abide by the following guidelines:

- Thoroughly review all paper and electronic communications distributed by PCC;
- Maintain a respectful and patient demeanor when interacting with PCC staff and volunteers;
- Promptly notify the PCC office of any change in address, phone number, email, or payment information;
- Attempt to seek answers to questions through PCC's extensive informational resources before reaching out to staff for assistance;
- Check the online calendar to keep up-to-date with the latest rehearsal, performance, and event information;
- Deliver singers safely to rehearsals and performances in accordance with PCC's drop-off policies (see Sec. 4);
- Promptly retrieve singers from rehearsals and performances at the posted time;
- Respect PCC's closed-rehearsal policy that exists to ensure singers stay focused on the learning at hand;
- Appropriately and promptly report all attendance issues via appropriate procedures (see Sec. 3.09);
- Notify a singer's Choir Representative if someone other than the singer's regular carpool/pick-up person is retrieving them from an event;
- Volunteer when and where appropriate, and;
- Complete and acknowledge all acknowledgments, waivers, and permissions required for a singer's participation in PCC programs through enrollment paperwork.

11.07 EXPECTATIONS FOR VOLUNTEERS

Volunteers play a critical role in shaping the PCC experience for every child. In many ways, volunteers are viewed as an extension of PCC's leadership. As such, volunteers expected to conduct their work in such a way that benefits all PCC members. Showing favoritism toward one's child while in a leadership role does not honor PCC's community values.

Volunteers derive their leadership and direction from the PCC staff. Choir Representatives and certain crew area heads will serve as leaders of their specific areas of responsibility. Challenges among volunteers or within volunteer roles should be reported to Program Manager to be addressed.

To report a volunteer issue, contact Brooke Dykes at bdykes@pensacolasings.org.

Assignment Expectations

When an assignment is scheduled, volunteers are expected to:

- Promptly report to scheduled assignment and communicate any unforeseen circumstances to the PCC staff in a timely manner;
- Wear a PCC-provided credential while occupying backstage areas and wherever appropriate;
- Refrain from bringing other children who do not participate in PCC activities to volunteer assignments, and;
- Avoid wearing perfume and fragrance of any kind.

11.07 EXPECTATIONS FOR VOLUNTEERS (continued)

Volunteer Code of Conduct

As Applicable Partners in PCC's Safe Space & Inclusive Place policies, volunteers are expected to maintain the following standards of conduct:

- Work amicably alongside other volunteers to maintain a suitable climate for enhanced learning and growth;
- Accommodate the needs of singers with disabilities and behavioral challenges without question, reaction, or hesitation;
- Deliver any corrective action with an aim to elicit a positive response and an attitude for improvement within a singer;
- Refrain from shouting, yelling, or attempting to talk over a group of loud singers to get their attention or to give instruction;
- Avoid angry or overly emotional tones when interacting with or in the presence of singers;
- Strictly refrain from slapping, punching, hitting, pushing, or using any other form of aggressive physical or corporal punishment to discipline a child, *including one's own*;
- Monitor and correct singer behavior to ensure that all singers are being treated with kindness, fairness, and respect;
- Avoid gossiping or speaking poorly of a singer, volunteer, or caregiver with other volunteers;
- Submit themselves to an FBI/BCI Level 2 background check;
- Notify a PCC staff member of any singer or adult who is suspected of engaging in gossip, unsafe behaviors, and behaviors that contradict this Code of Conduct, and;
- Acknowledge to abide by these policies in writing.

11.08 ENFORCEMENT

The Code of Conduct is enforced by PCC staff under the supervision of the Artistic & Executive Director as prescribed by PCC's Board of Directors and codified in the organization's Bylaws. In all matters relating to the Code of Conduct, the determination of the Artistic & Executive Director shall be final and will equally pose as the official ruling of the Pensacola Children's Chorus.

11.09 VIOLATIONS

Violations of the Code of Conduct are addressed on a case-by-case basis. Consequences and/or disciplinary action will match the severity of the violation. Anyone who wishes to challenge any consequence or disciplinary action may do so by submitting a request in writing to the Artistic & Executive Director. Changes in determination will be thoroughly reviewed but not necessarily guaranteed.

To report a Code of Conduct violation, contact Alex Gartner at agartner@pensacolasings.org.

Any individual who witnesses a staff member exhibit behavior that is in violation of the Code of Conduct should immediately notify the Artistic & Executive Director in writing. As an alternative, notification can be sent to the chairperson of the Personnel Committee of the Board of Directors.

To contact the Personnel Committee, send a message to board@pensacolasings.org.

11.10 RETALIATION

PCC expressly prohibits individuals from engaging in negative or harmful actions directed at any individual who has reported a potential Code of Conduct violation or participated in a related investigation. Any person who retaliates against another for seeking to uphold and share responsibility for this Code of Conduct will be subject to disciplinary action.

11.11 ACKNOWLEDGEMENT

All singers, caregivers, and volunteers must acknowledge that these policies have been reviewed and accepted upon enrollment or prior to the start of a volunteer assignment. Those who do not agree with these policies may not participate in the activities of the Pensacola Children's Chorus.

Section 12

LEADERSHIP DIRECTORY

OFFICE STAFF

Alex Gartner

Artistic & Executive Director
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Courtney Parker

Membership & Exec. Office Coordinator
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PROGRAM STAFF

Evelyn Aguirre

Megan Andzulis

Michael Dennis

Stephany Ingram

Dominic Krippes

Veronica Lindholm

Xochilt Linza

Katie Olson

Kayla Phillips

Lindsay Riddle

Heidi Siren

Bethany Wood

Asst. Dir., Middle School Choirs

Principal Accompanist

Principal Choreographer

Assoc. Dir., High School Choirs

Technical Director

Assistant Choreographer

Asst. Dir., Pensacola SINGS

Asst. Dir., Elementary Choirs

Assistant Choreographer

Principal Choreographer

Costume Designer

Associate Accompanist

INQUIRIES

Attendance
Board of Directors
Finance/Billing
General Inquiries
Membership

attendance@pensacolasings.org
board@pensacolasings.org
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BOARD OF DIRECTORS

Sheila Dunn

Professor of Voice
University of West Florida

Jessica Hyche

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Sound Services Corporation

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Greater Pensacola Chamber

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Senior Litigation Consultant
International Litigation Services

Tom Owens

Market President, Florida Panhandle
Truist

Andrea Rosenbaum

Director of Advancement
YMCA of Northwest Florida

Robin Zimmer

Exec. Dir. for Alumni Relations & Dvpt.
University of West Florida

Anna Higgins

Senior Advisor
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Noelle Poole

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Executive Director
Equity Project Alliance