Palmetto Choral Collective

Member Handbook

Member & Family Expectations & Policies

Welcome to PCC!

We are so glad your family is part of the Palmetto Choral Collective! Our choirs are places where young people can discover their voices, build confidence, make friends, and experience the joy of making music together.

A successful choir community is built on partnership. When singers, families, and staff work together, we can create an experience that is joyful, welcoming, challenging, and supportive for every singer.

By participating in PCC, families agree to help us create that kind of community by supporting the expectations below.

Attendance & Commitment

Choir is a team activity. Every singer matters, and regular attendance helps the entire ensemble learn, grow, and perform at its best.

We ask families to:

- Plan to attend all rehearsals, performances, dress rehearsals, and required events.
- Review the season calendar carefully and reserve performance dates as soon as possible.
- Keep absences to situations that are unavoidable, such as illness, emergencies, or significant family commitments.
- Please keep your singer home if they have a fever, vomiting, diarrhea, or another contagious illness. We appreciate your help keeping our whole choir healthy!
- Let PCC know as soon as possible if your singer will be absent or late by using the “Report an Absence” attendance form on the website.
- Be aware that **more than two absences per semester may affect a singer's eligibility to participate in performances.**
- Arrive on time whenever possible. Starting rehearsal together helps us make the most of our time and keeps the experience positive for everyone.

We understand that life happens! If an unexpected situation affects your family's ability to participate, please communicate with us. We are always happy to work with families when we can.

Rehearsal Expectations

We want every rehearsal to be a positive and productive experience. Singers should come ready to learn, participate, and have fun!

Please help your singer:

- Bring any required materials.
- Bring a labeled water bottle.
- Wear comfortable clothing that allows for movement.
- Practice music at home using the resources provided by PCC.
- Listen carefully and follow directions from directors and staff.
- Participate with a positive and encouraging attitude.

Food, gum, and candy are not permitted during rehearsal unless approved for a medical reason.

Dismissal & Pick-Up

For everyone's safety, students should remain in the designated rehearsal area unless a staff member gives them permission to leave.

- For the first 2 rehearsals students must be checked in and out by an adult inside the rehearsal space unless your family is registered for curbside pick-up.
- After 2 rehearsals families who would like to use curbside pick-up can email Stephanie to sign up and receive a parent pick-up decal.
- Please arrive promptly at the end of rehearsal. Our staff appreciates your help in making dismissal smooth and safe for everyone!

Our Community Code of Conduct

At Palmetto Choral Collective, we believe music flourishes when everyone feels **safe, respected, included, and valued.**

We expect every singer to:

- Treat directors, staff, volunteers, guests, and fellow singers with kindness and respect.
- Listen when others are speaking.
- Raise a hand before asking questions or sharing comments when appropriate.

- Encourage others and celebrate everyone's successes.
- Be responsible, honest, and a good teammate.
- Take care of music, folders, instruments, facilities, and other PCC property.

We know that children and teenagers are still learning how to navigate relationships, teamwork, and challenging situations. Our goal is to teach and support them while maintaining a positive environment for everyone.

Bullying, harassment, disrespectful language, or repeated disruptive behavior are not acceptable. When concerns arise, PCC staff will work with the singer and family to understand what is happening and determine an appropriate response. Continued or serious behavior concerns may result in suspension from rehearsals or performances. If serious or ongoing behavior concerns cannot be resolved with support from PCC staff and the family, PCC may determine that continued participation is not the best fit for the singer or the choir community. In such circumstances, tuition will not be reimbursed.

Parent & Caregiver Partnership

Families are an important part of the PCC community, and we are grateful for all the ways you support your singers!

We ask parents and caregivers to:

- Help singers arrive on time and be picked up promptly.
- Sign students in and out when required.
- Communicate absences and schedule conflicts as early as possible.
- Read PCC emails and other choir communications regularly.
- Encourage singers to practice and prepare at home.
- Volunteer at least **two times each season**.
- Help reinforce PCC's expectations of kindness, respect, responsibility, and teamwork.

We also have our **Community Crew** who serve as friendly points of contact for each choir. If you have a question, need help navigating something, or simply aren't sure who to ask, they are happy to help connect you with the right person.

Primo: Stephanie Puthoff
Intermezzo: Jennifer Pedersen and Jennie Zolman
Evoluto: Stephanie Easterling and Hope Caldwell

Performances

Performances are one of the most exciting parts of being in choir! They are the opportunity for singers to share the music they have worked hard to prepare and to celebrate their accomplishments together.

Families should:

- Make every effort to attend all required performances and dress rehearsals.
- Arrive by the assigned call time so singers have plenty of time to prepare.
- Follow the concert attire guidelines provided by PCC.
- Limit photography during performances and never use flash photography.
- Respect the privacy of our singers and the rights of composers and artists by not posting full performance videos publicly unless authorized by PCC.

Most importantly, help your singer arrive ready to **share their music, support their fellow singers, and enjoy the moment!**

Tuition & Financial Policies

We want PCC to be accessible to as many families as possible while also making sure our program can provide a high-quality experience for our singers.

- A **$25 non-refundable enrollment fee** reserves your singer's place in the program.
- Tuition may be paid in full or through monthly payments.
- Tuition remains due regardless of attendance and is not prorated for missed rehearsals.
- Monthly payments received more than seven days late may incur a **$20 late fee**.
- Families purchasing the full season in advance may receive any applicable early-payment discount.
- Performance tickets, concert attire, and optional merchandise may require an additional purchase.
- Scholarships and payment assistance may be available for qualifying families.

If your family experiences a financial challenge that makes participation difficult, please reach out to us. We want to work with families whenever possible.

Choir Attire

We want our singers to look their best while keeping concert attire as simple and affordable as possible.

- Choir T-shirts will remain the same as the **2026–27 season**, so returning singers may not need to purchase a new shirt.
- Returning singers who need a replacement shirt, should complete a request form with Stephanie (reminder: they tend to run small so you may want to order a size up).
- For most performances we will have youth singers wear black pants (no jeans, sweats, or leggings) and clean, flat black shoes.
- Some performances and special events may require additional clothing or accessories. We will communicate those requirements as early as possible.
- PCC maintains a collection of gently used items such as black shoes and black pants that families are welcome to donate or look through as needed.

If your singer has outgrown concert attire that is still in good condition, please consider donating it to our collection. One family's outgrown concert clothes can be another family's perfect fit!

Weather & Special Circumstances

South Carolina weather can be unpredictable, so we will do our best to communicate changes quickly and clearly.

- Weather-related cancellations or schedule changes will be communicated by email and text as soon as possible.
- PCC may not always follow local school district closures because rehearsal conditions and locations may be different.
- Families of singers who need additional supervision, accommodations, or other support are encouraged to communicate with staff. The more we know, the better we can support your singer.

When circumstances arise that affect your family's participation, **please communicate with us.** We understand that every family occasionally needs flexibility, and we will do our best to help.

Our Commitment to Your Family

At PCC, we believe choir is about much more than learning to sing.

It is about finding your voice.
It is about learning to work as a team.
It is about building confidence and friendships.
It is about discovering what you are capable of.
And it is about creating something beautiful together.

Thank you for trusting us with an important part of your child's growth. We are grateful to have your family in our PCC community, and we look forward to a wonderful season of **music, friendship, growth, and joy!**

Welcome to the Palmetto Choral Collective family.
We look forward to an incredible season with you!