



## **General Policies**

Last updated: January 22, 2026

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## **Welcome:**

Hi!

We are SO EXCITED to have you join the community of artists at Spark! If you don't already, we hope you will quickly feel at home at Spark. We have listed several of our policies and expectations below. We hope this information is helpful for you to understand some more of the details of how we operate as a studio. If you have any questions at all please don't hesitate to contact me!

Sincerely,

Remiah Towns  
[info@sparkarts.org](mailto:info@sparkarts.org)

## **Costume, Music & Movement Choices:**

- Spark aims to be a space where Christian values and God's creativity are reflected.
- We have chosen to keep music and movement choices age appropriate, respectful, and a positive influence on our culture. While all our music may not be "Christian music", it will all be chosen with a purpose. We want to glorify God with everything we do!

## **Class/Lesson Fees:**

- We strive to keep our prices as affordable as we can while also endeavouring to pay our instructors well and take care of all the physical assets God has given us. We understand that in striving for this balance, some families will find it challenging to afford the class fees. Please contact us to inquire about the Spark Student Assistance Fund. We are always looking for more people to participate in fundraising activities to contribute to the fund.

## **Costumes (for productions and events):**

- As a community of artists we value the big picture (and the little details) of the events we put on. We strive to be able to use quality costumes for our performances throughout the year while also saving Spark families money in the long-run. To accomplish this, we charge a costume rental fee for each class. The fees are calculated each year to estimate what the costs will be for the year. Costume fees are pooled and used to clean and maintain costumes we already own and purchase new costumes for the studio. Since most costumes cost more than the fee charged, we will try our best to reuse costumes so we can keep our fees down.

## **Rules & Expectations:**

- Spark believes that it is important to communicate expectations as well as the 'why' behind rules we set.
- As a team of instructors, we talk about how we can create a healthy environment for every student while creating the best culture for them to improve in their art. Dress codes,

homework, punctuality, and preparedness will ensure that students get the most out of their experience at Spark.

## **Competitions & Exams:**

- We value using art as a gift to the community and world. We have therefore chosen not to take part in competitive events or exams, but we still maintain our priority to pursue excellence.
- Hard work and discipline will be expected in each class.
- We endeavour to express ourselves emotionally and creatively in all classes.

## **Community:**

- We view the families involved in Spark as a community and encourage students to support and cheer each other on in their journey.
- We encourage and teach students to respect one another in class situations and not disrespect their fellow students or instructors verbally, physically, or emotionally.
- To help keep our prices affordable, we appreciate parent involvement with Spark events as they are able (sets, props, backstage help and sewing is always needed).

## **Levels & Ages:**

- We believe in pushing students to their own next level - understanding that the process should be enjoyable, challenging, and inspiring.
- We believe that people of all ages and backgrounds are welcome to train and develop.
- While some group classes are not labeled for a specific level of skill, students may be moved should another class be a better fit for them.
- We believe in training dancers in healthy technique in order to keep our students' bodies safe and able to participate for many years to come.
- We believe that art is for a lifetime and, therefore, our students don't finish their careers when they reach 18. It's actually just the beginning. In fact, we regularly have classes for adults too!

## **Student and Parent Policies:**

- All instructors, students and their families deserve to be in a safe and respectful environment while at Spark.
- Treat others kindly and politely
- Show respect for others by being helpful and supportive
- Parents/Students will respect the values of Spark and honour how we choose to implement those values

## **Inclement Weather:**

The safety of our students and instructors is of utmost importance to us, and this policy is written with that priority in mind.

Decisions to cancel classes due to inclement weather are based on a number of factors, including current and forecasted conditions and whether an instructor feels safe travelling to

Spark. While our instructors love teaching and always prefer to avoid cancellations when possible, safety must come first.

If a lesson or class is cancelled, the parent contact will receive an email notification. We aim to provide notice as early as possible, especially for families travelling longer distances. However, weather conditions can change unexpectedly, sometimes later in the day. If weather is questionable, please check your email before coming to class.

We recognize that even when a lesson or class is running, some families may not feel comfortable travelling. We fully respect that decision. If you choose to stay home, please email us to let us know you will not be attending.

Group classes cancelled due to weather will not be rescheduled.

Tuition and lesson fees are not refunded for weather-related cancellations.

For private lessons cancelled due to weather, we will do our best to offer a makeup lesson. Makeup lessons depend on instructor and studio availability and are not guaranteed. For more information about makeup lessons for music students, see our Music Lesson Policies at [sparkarts.org/register](http://sparkarts.org/register).

If you have any questions about this policy, please don't hesitate to contact us.

## **Stairs/Accessibility:**

We are super excited to host classes in such a beautiful space in downtown Elmira. One of the realities of this charming 19th century building is that there is no ramp or elevator into the building. Please be careful at all times when walking up or down the stairs.

## **Parking:**

There is street parking (parallel) on Arthur St. Please note there is a 2-hour limit during certain hours of the day. For evening classes parking should be widely available. If you are having difficulty finding parking or need more than two hours, additional all-day parking is available across the street in the parking lot behind Shell. Be careful to follow the rules when crossing the street, Arthur Street regularly has fast trucks.

## **Communication:**

In addition to browsing our website we are active on Facebook and Instagram. We encourage you to follow us on social media as that is where we will post current news and updates throughout the year. We are so thankful every time you like, comment, and share a post about @sparkartsandevents. This helps others become aware of us. Email will continue to be the primary method of communication regarding details specific to your class including any class interruptions. Please read Spark emails carefully and reply with any questions. Some studio-wide emails will come through Mailchimp.

## Why doesn't Spark have a phone number?

As a further measure to keep costs down, we don't employ a full-time receptionist. While amazing parent volunteers often hang out during classes and can answer some questions, we encourage you to reach out by email with any questions you have. We can most certainly schedule a time for a phone call or in-person meeting with the appropriate person when needed.

### Illness:

No student, sibling, parent, or teacher is permitted to come to Spark if they are feeling ill. If a student comes to class sick, they may be sent home. We appreciate it when students love class so much that they want to be there even when they are sick! But it usually doesn't end up being very enjoyable. If the illness will extend beyond one week, contact us to discuss options.

The following is a list of regulations adopted for the control of contagious diseases. These regulations are for your protection. If any of these situations occur please notify your instructor/Spark.

- *Chicken pox*: Exclusion from class/lesson until all pox marks are dry and student is free of fever. Re-entry to class/lesson is permitted by contacting instructor/Spark and sending a note with student to class/lesson.
- *Measles*: Exclusion from class/lesson for at least six days from the onset of symptoms. Re-entry to class/lesson is permitted by contacting instructor/Spark and sending a note with student to class/lesson.
- *Mumps*: Exclusion from class/lesson for nine days from onset of swelling. Re-entry to class/lesson is permitted by contacting instructor/Spark and sending a note with the student to class/lesson.
- *Tonsillitis*: Exclusion from and re-entry to class/lesson is permitted by contacting instructor/Spark and sending a note with student to class/lesson.
- *Pink Eye*: Exclusion from class/lesson until 24 hours after medical treatment has begun and discharge has ceased.
- *Lice*: Exclusion from class/lesson until student has been treated properly and all nits are removed. Re-entry to class/lesson is permitted by contacting instructor/Spark and sending a note with the student to class/lesson.