



**Policies and
Procedures
September 2023**

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Policy: Use of Logo

Established: August 2015

Revised:

About the Logo

Logos in general are designed to help an organization: make a good first impression; have a recognizable brand; attract new members or customers; stand out from similar organizations; and provide a professional image. The Arnprior Community Choir logo was designed to meet the above-mentioned objectives and as well to visually communicate the essence of the choir, namely: musicality, fun and professionalism. It is instantly recognizable and representative of a wonderful group of choristers. The logo is intended to be used in all internal and external communications.

Placement

Traditionally a logo or insignia appears in the top left corner. It is acceptable to use the logo in other positions to accommodate the design of websites, posters, tickets etc.

Minimum Size

The logo must always be displayed at a size large enough to easily read the words in the logo.

Clear Space

It is critical to maintain an open area surrounding the logo, so it remains recognizable and does not become lost in other page or surface elements. Clear space (bounding box) is determined relative to the size of the logo, not as a predetermined border of a set distance.

Colours

The logo may appear in only two colours - black, white and the original colours. You may not use any other colors when presenting the logo or alter these colour selections in any way - such as incorporating a tint, a fade or other devices.

Backgrounds

The logo should be used on a white or neutral background. Never use the logo on a similarly-coloured background.

Rotation/Orientation

Use the logo in its normal vertical orientation at all times.

Design Elements

With the exception of changes to accommodate choir milestones, done by the original logo designer, do not change spacing, alignment, or relative location of the design elements. Do not change the proportions of the design elements, the design itself and never stretch or distort the logo. You may resize as needed but proportions must be maintained. The logo should not be stretched, cut apart, altered or changed without express permission from the ACC Executive.

Wordmark

A word mark is available but must be used only when the logo is also visible.



Policy: Use of Mailing List

Established: August 2015

Revised:

Purpose

At its June 16th, 2015, Executive Meeting, the Executive discussed the increasing use of the ACC membership mailing list by members advertising various events. The executive is especially sensitive about this issue because of the Canadian Anti-Spam Legislation (CASL). CASL came into effect July 1st, 2014, and all organizations, businesses, and individuals are bound by it. It requires permission from individuals for the right to send them emails and other electronic media. The resulting discussion resulted in two decisions:

1. A policy regarding the use of the ACC Members' Mailing List will be written.
2. The Registration Form for September 2015 will be redesigned, requesting permission of members to use their email information.

Policy

Should any member wish to use the ACC email mailing list to send an email to ACC members, the email in question will have to be sent **first** to all members of the Executive for their review.

If the Executive determines that this email meets our obligations under the CASL, then the Membership Coordinator will be asked to send it to Lisa, with members bcc'd.

If the Executive decides that the email in question should not be sent to all ACC members, but might be of general interest to ACC members, the information in the email will be put on the website in the Members' Corner section under *Coming Events and Attractions* with a link to the event.



Policy: Thinking of You Cards

Established: August 2015

Revised: September 2023

Purpose

The ACC wishes to acknowledge the serious illness or death of members. Such information is learned from members and the media.

Policy

Sympathy Cards: A sympathy card will be sent out from the ACC on the event of a member's passing or that of someone in the immediate family of a member. Whether the card will be signed on behalf of the ACC or by individual choir members will be decided by the Executive on a case-by-case basis.

Thinking of You Cards: When appropriate, the ACC will send a thinking of you (get-well) card to those members of the choir who are known to be seriously ill and who have missed several rehearsals due to their illness. Along with information from the Music Director, we will depend on word-of-mouth to determine who has been ill for a significant amount of time.



Policy: Members' Ticket Purchases

Established: August 2015

Revised:

Purpose

This new policy was developed because of feedback we received from our Executive and committee heads after our *Sing Noel* concert in December 2014. This feedback showed that ticket sales had become a confusing, time-consuming problem. So the Executive listened and developed a new policy.

Policy

Members will be able to purchase tickets at only two rehearsals before tickets are available to the public. Members will be told two weeks in advance when these two rehearsal dates will be.

Tickets must be paid for when received – cash or cheque – and will no longer be given out on spec.

After those two rehearsal dates have passed, tickets will only be available for members and the public from The Book Shop in Arnprior.

There will be no refunds, whether tickets have been purchased from the ACC or The Book Shop. So once you buy a ticket, it's yours. Of course, you may resell it to someone else.

Tickets will also be sold at the door on the day of the concert.



Policy: Signing Authority

Established: August 2015

Revised:

Purpose

To ensure that ACC monies are being collected and dispersed appropriately, the ACC has developed a policy regarding signing authority.

Policy

Three members of the ACC Executive will have signing authority: the Treasurer, the Choir Manager, and the Music Librarian.

Cheques can only be written by the Treasurer, and each cheque must be signed by two members of the Executive who have signing authority.



Policy: Volunteer Tickets

Established: February 2015

Revised: March 2016

Purpose

To ensure that the person responsible for the volunteers at our concerts and the volunteers themselves clearly understand whether they may sit in the auditorium during ACC concerts.

Policy

Volunteers at concerts may purchase a ticket and sit in the auditorium during the concert, but they do NOT receive a free ticket.

To ensure that all ticket holders have a seat, volunteers WITHOUT A TICKET will be asked to NOT sit in the auditorium during a concert.

If, however, there are empty seats after the concert has begun, volunteers WITHOUT A TICKET may sit in those seats as long as they relinquish the seat for any late comers.



Policy: Who Owns Our Sheet Music

Established: October 2016

Revised:

Purpose

To ensure that members understand that their membership fee does **not** include the music provided to each of them for each session.

Policy

Once members have paid in full for a fall and/or spring session, they are given a package of music for their use during the current session. This music belongs to the Arnprior Community Choir, **not** the member. Therefore, this music **MUST** be returned to the Music Librarian when a member decides to leave the choir before the end of a session, at the end of each concert, or whenever the Music Librarian requests its return. The music must be in the same condition that it was originally received.



Policy: Advertising at Concerts

Established: November 2017

Revised: February 2019

Purpose

To ensure that, while attending ACC concerts, ACC audiences are not approached by other organizations for financial support.

Policy

Arnprior Community Choir (ACC) is committed to supporting sister organizations in the Arnprior and area arts community. To this end organizations that want to advertise their events or agendas at ACC concerts will be offered a place to post a notice of their event on a special bulletin board provide by ACC. We will also post advertising posters from other arts organizations as appropriate on our website.

However, we are unable to accommodate representatives of other organizations who wish to advertise their events or agendas in person at our concerts.



Policy: Membership Refunds

Established: August 2018

Revised: September 2023

Purpose

To ensure that ACC members are aware of the membership refund policies.

Policy

For those wishing to become a member of the ACC, registration and payment take place on the first two Tuesdays of each session, in September and January.

Refunds will only be available up to the end of September for memberships purchased in September, and up to the end of January for memberships purchased in January.

NO refunds will be made after the end of September or after the end of January.

However, as might be expected, the Executive reserves the right to issue refunds in exceptional circumstances.