Policies and Procedures
August 2026

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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: July 2025

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 the Manager for consideration.

If the Manager 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.

Policy: Thinking of You Cards

Established: August 2015
Revised: July 2025

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 in 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 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: July 2025

Purpose

This policy was developed because of feedback received from the 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

For the convenience of choir members, tickets will be available for purchase at two rehearsals. Members will be told two weeks in advance when these two rehearsal dates will be. The tickets will also be available to the public at the same time. Tickets must be paid for when received – cash or cheque.

After those two rehearsal dates have passed, tickets will only be available for members and the public at White Pine Books in Arnprior.

There will be no refunds, whether tickets have been purchased from the ACC or White Pine Books. Once a ticket has been purchased, it's yours. Of course, you may resell it to someone else.

Tickets might also be sold at the door on the day of the concert, dependent on availability.

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: Tickets for Volunteers

Established: February 2015
Revised: June 2024

Purpose

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

Policy

To ensure that all ticket holders have a seat, volunteers will be asked to NOT sit in the auditorium during a concert.

If, however, there are empty seats after the concert has begun, volunteers may sit in those seats as long as they relinquish the seat for any late comers.

Volunteers are free to purchase tickets for a concert which will entitle them to a seat regardless.

Policy: Who Owns Our Sheet Music

Established: October 2016
Revised: July 2025

Purpose

To ensure that members understand that they do **not** own their music.

Policy

Once members have paid for a term, they are given a package of music for their use during that term. This music belongs to the Arnprior Community Choir, **not** the member. This music **MUST** be returned to the Music Librarian: when a member decides to leave the choir before the end of a term; 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: July 2025

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 Tuesday 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, the Executive reserves the right to issue refunds in exceptional circumstances.

Policy: Capping Membership

Established: June 2024
Revised: January 2026

Purpose

To keep membership to a manageable number.

Policy

The ACC decided to cap membership at **80** due to logistical problems: Arnprior doesn't have a venue large enough to accommodate more singers; sheet music is difficult to prepare and keep track of; and most importantly, it has put a strain on our dedicated choir director, Lisa Webber. We will, therefore, allow only 80 people to register per term.

In order to have a balanced SATB choir, the sections have also been capped at **60** Alto/Soprano and **20** Bass/Tenor.