

iCreate art studio

New rules for rescheduling classes and for coordination of class projects (effective March 1, 2019)

To review all Terms please visit: <http://icreate.ca/terms.php>

Dear Registrants,

In order to maintain and to further increase the high level of fine art education we are striving to provide as of March 1st, 2019 iCreate art studio is implementing the following new rules:

Rescheduling of individual classes

- 1. Registrant can reschedule up to 2 classes in one session (session is between 5 and 10 classes). Exceptions to this rule will be made if important reasons arise - please communicate this to our staff before the class (see pt. 2 below).**
- 2. To re-schedule a class, iCreate staff must receive and respond to registrant's notification at least 1 hour before the start of the class. A missed class for which a timely notification was not received will not be eligible for rescheduling.**

Art projects

- 1. During a regular program class all participants in the group work on the same project. In special circumstances and upon instructor's approval exceptions will be made, e.g. for dedicated portfolio projects.**
- 2. A multi-class projects that are not completed by the registrant due to missing a class need to be finished at home.**

Detailed explanation why we are introducing these new rules

As a community-oriented art studio we strive to be as accommodating to the needs of our patrons as possible. While being as flexible as we can our studio needs to ensure the highest level of fine arts education our students have come to expect over the years. For this reason, we are now facing a growing need to improve the organization of our programs.

While these changes will have no affect on the majority of our registrants, we hope they will enhance the learning experience for all our current and future students.

Firstly, our program participants often work on fairly complex art projects that span for two to three classes. These ambitious projects require a careful selection of materials and setting up of work spaces for every class and for each student. When a group member does not show up for the class without notifying us, or cancels it at the last minute all the preparations we have done need to be changed and a new 'replacement' project needs to be set up 'on the fly'. If it is too late to do so, during the following class members of one group end up working on different projects, which lowers the effectiveness of our teaching.

Secondly, a frequent rescheduling of classes adds to the difficulty in planning of projects and class sizes.

Fortunately, most of our registrants come to classes regularly and give our staff ample notice when a class needs to be rescheduled. **However, in the recent months we have been experiencing an increase of non-shows, and rescheduling of classes.** These events increase the risk of lowering the quality of the art education we provide.

We kindly ask for everyone's understanding and adoption of these new rules which will help maintain the high quality of services and the vitality of our art studio.

Agnes and Peter