



2026-2027 STUDENT/PARENT HANDBOOK



OUR MISSION

Spark of Creation Studio is committed to providing quality professional instruction and building community by developing creative, confident, and compassionate performers.

CORE VALUES

We are dedicated to creating a positive experience for our students and families at Spark of Creation Studio. Our performing arts education and instruction are guided by the following core values:

- **S**upportive Community
- **P**ositive Experiences
- **A**rtistic Minds and Bodies
- **R**esilience Through Challenges
- **K**ind Thoughts and Actions

HANDBOOK ACKNOWLEDGMENT

By registering for classes or programs at Spark of Creation Studio, the parent or guardian acknowledges that they have read, understand, and agree to abide by the policies contained in this Student/Parent Handbook.

Parents and guardians are responsible for reviewing the handbook with their student and ensuring that all family members understand and follow the studio's policies and expectations.

Spark of Creation Studio reserves the right to revise or update the policies contained in this handbook when necessary. Families will be notified of material policy changes, and updated policies will supersede all previous versions.

REGISTRATION

Registration is accepted on a first-come, first-served basis. Students must register for classes through our Studio Pro online registration system at socstudio.com.

Registration is not considered complete until all required registration forms, waivers, payment information, and applicable fees have been completed and submitted through Studio Pro.

There is a non-refundable registration fee of \$40.00 per student, per session.

All required waivers and registration agreements must be completed through Studio Pro before a student may attend classes.

Waitlist Policy: If a class is full, students may join the waitlist. Families will be notified by email if a space becomes available. Placement from a waitlist is not guaranteed and is based on class availability.

TUITION POLICY

Tuition is a yearly fee divided into 10.5 equal monthly installments (Mid-August through June). Monthly tuition is due on the 1st of each month.

TUITION COMMITMENT

Tuition is non-refundable.

Upon completion of registration, students commit to the full season (Mid-August through June) for each enrolled program. Students are responsible for monthly tuition regardless of absences due to illness, vacations, or other personal reasons.

Tuition will not be prorated for holidays, Winter Break, Spring Break, scheduled studio closures, student absences, or withdrawals.

All students are responsible for full tuition for the months of December and June.

AUTO PAY AUTHORIZATION

All families are required to enroll in Spark of Creation Studio's AutoPay program using a valid credit or debit card.

By enrolling in AutoPay, the account holder authorizes Spark of Creation Studio to process charges to the payment method on file for monthly tuition and all authorized fees associated with the student's enrollment and participation in studio programs, including, but not limited to, tuition, late fees, costume fees, production fees, competition fees, merchandise purchases, and other authorized studio charges.

We do not send monthly billing statements.

PAYMENT METHOD RESPONSIBILITY

It is the account holder's responsibility to maintain a current and valid payment method on file at all times. The account holder agrees to promptly notify Spark of Creation Studio of any changes to the payment method on file, including expired cards, replacement cards, billing address changes, or account closures. Failure to update expired, declined, or otherwise invalid payment information does not waive tuition obligations, late fees, or other charges due under this agreement.

LATE PAYMENTS

If tuition cannot be processed on the 1st of the month, payment must be received no later than the 10th of the month.

Any tuition balance remaining after the 10th will be assessed a \$25.00 late fee.
Returned checks are subject to a \$40.00 returned check fee.

DECLINED OR RETURNED PAYMENTS

If an AutoPay transaction is declined, the account holder is responsible for updating the payment method on file and submitting payment promptly.

Spark of Creation Studio may reattempt processing of any unpaid balance using the updated payment method on file in accordance with the family's AutoPay authorization.

PAST DUE ACCOUNTS

Any unpaid tuition balance will automatically be added to the next scheduled AutoPay transaction. As a result, the next AutoPay may include both the current month's tuition and any outstanding tuition balance, along with any applicable late fees.

If payment is not received, Spark of Creation Studio will contact the responsible party by phone and/or email to arrange payment. Families are expected to promptly resolve any outstanding balances. Accounts that remain unpaid for two (2) consecutive months may result in the student's removal from classes until the account has been brought current. Enrollment in classes is not guaranteed while an account remains delinquent.

Spark of Creation Studio reserves the right to suspend participation in classes, rehearsals, performances, competitions, or other studio activities until an outstanding account balance has been paid or satisfactory payment arrangements have been made.

Spark of Creation Studio reserves the right to refuse future enrollment or re-enrollment to any student whose account is not in good standing or who has a history of delinquent payments.

CHARGEBACKS & PAYMENT DISPUTES

If a payment is disputed, reversed, or charged back after services have been provided, the account holder remains responsible for all tuition and other authorized studio charges incurred. Spark of Creation Studio reserves the right to suspend participation in classes, rehearsals, performances, competitions, or other studio activities until the account has been brought current. Repeated payment disputes or chargebacks may result in the student's removal from the program and denial of future enrollment.

CLASS WITHDRAWAL

Students wishing to withdraw from a class must request a Class Withdrawal Form by emailing admin@socstudio.com.

A completed Class Withdrawal Form must be received by the Studio Manager no later than the 20th day of the student's final month of attendance. If the withdrawal form is not received by the 20th, the following month's tuition will be charged.

Tuition will not be prorated for withdrawals, and no refunds or credits will be issued for partial months.

END OF SEASON ACCOUNT RECONCILIATION

To ensure all student accounts are current before the close of the season, Spark of Creation Studio will process any remaining authorized outstanding account balance using the payment method on file in accordance with the family's AutoPay authorization.

Outstanding balances may include tuition, late fees, costume fees, production fees, competition fees, merchandise purchases, and other authorized studio charges.

Students with accounts that are not paid in full and in good standing will not be eligible to register for the following season until all outstanding balances have been paid.

PAYMENT METHODS

Monthly tuition is paid through the required AutoPay program. Cash, checks, and individual online payments are accepted for other studio fees and purchases.

FEES

Annual Registration Fee

- \$40.00 per student (non-refundable)

Monthly Class Fees

- 45-minute Class: \$95.00/month
- 55-minute Class: \$99.00/month
- 85-minute Class: \$135.00/month
- 115-minute Musical Production: \$165.00/month

Multiple Class Discounts*

- 2 Classes/Student: \$5/month
- 3 Classes/Student: \$10/month
- 4 Classes/Student: \$15/month
- 5 Classes/Student: \$20/month
- *Available for qualifying classes only.

Drop-In Classes (Based on Availability)

- 45-minute Class: \$30.00/class
- 55-minute Class: \$35.00/class
- 85-minute Class: \$40.00/class

ChoreoPOP! Dance Passes

- 1-Class Pass: \$20.00
- 3-Class Pass: \$45.00

Costume Deposits (Due in November)

Recreational Classes

- \$50.00 per class

Competitive Classes

- \$70.00 per class

Tahitian Competition Classes

- \$100.00 per class



PRIVATE DANCE & MUSIC LESSONS

Private lessons provide individualized instruction in dance, voice, and music.

Lessons are scheduled directly with the instructor and confirmed by the studio upon receipt of full payment. Students who need to reschedule a private lesson must notify the studio at least 24 hours in advance. Lessons cancelled with less than 24 hours' notice will be charged the full lesson fee.

Private lesson fees are non-refundable.

Private Lesson Fees

Private Vocal/Music Lesson:

- \$40.00 & up per 30 minutes (varies by instructor)

Additional Student:

- \$25.00 & up per student (varies by instructor)

Private Dance Lesson (Catch-Up):

- \$45.00 & up per 30 minutes (varies by instructor)

Private Dance Lesson (Routine):

- \$45.00 & up per 30 minutes (varies by instructor)

Additional Student:

- \$25.00 & up per student (varies by instructor)

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Catch-up private lessons are available for students who would like individualized instruction with current class technique or choreography. Private routine lessons are intended for students preparing solo performances or competition routines.

COMPETITION TEAM FEES

Students participating in the SOC Competition Team Program are responsible for all performer registration fees associated with regional competitions.

Competition fee information for each department will be emailed to participating families in September. Regional competition fees are due during October and November.

If SOC Competition Teams participate in national or international competitions, participating families will receive detailed information regarding travel expenses, registration fees, additional rehearsals, and any associated costs.

Competition schedules, venues, fees, and requirements are subject to change based on competition organizer policies, venue availability, or unforeseen circumstances.

All competition fees, travel expenses, registration fees, and additional rehearsal fees are non-refundable once paid.

REFUND POLICY

All tuition, registration fees, costume deposits and payments, competition fees, production fees, merchandise purchases, and other studio-related charges are non-refundable.

No refunds or credits will be issued due to attendance, failure to withdraw, withdrawal, illness, injury, vacations, schedule conflicts, weather-related closures, or any other circumstance beyond the studio's control, except where required by law.

CLASS ATTENDANCE

We expect consistent attendance from all students at Spark of Creation Studio. Absences prevent students from learning essential class material, keeping pace with instruction, and reaching their full potential.

If a student must miss a class, please notify the front office staff as soon as possible.

There are no tuition credits or refunds for missed classes.



COMMUNICATION

Spark of Creation Studio communicates important information through email, text alerts, the Parent Portal, and social media. It is the parent/guardian's responsibility to maintain current contact information and regularly review studio communications.

Parent Portal: Families are expected to regularly access the Parent Portal for schedules, account information, payments, and studio announcements.

If you have questions throughout the season, please contact us at **admin@socstudio.com**.

COSTUMES

All costume deposits, costume payments, and costume rental fees are final and non-refundable, regardless of a student's participation in a performance.

Winter Showcase

All participants are required to purchase the limited-edition SOC Studio Winter Showcase T-shirt, which will be worn during the performance.

Winter Showcase T-Shirt: \$27.00 per performer

Musical Productions

Participants in Musical Productions are required to pay a costume rental fee for each production in which they participate. Costume rental information will be provided at the beginning of each production.

Musical Production Costume Rental Fees: \$100.00–\$200.00 per performer

Polynesian Showcase & Year-End Recital

Students participating in the Polynesian Showcase and/or Year-End Recital are required to purchase a costume for each performing class.

A non-refundable costume deposit is due to secure each student's costume order:

- **Advanced & Competition Teams:** \$70.00 per class (**Due in October**)
- **Recreational Classes:** \$50.00 per class (**Due in November**)

Students who register after November must pay the applicable costume deposit at the time of registration. Spark of Creation Studio determines all costume selections, designs, sizing, and vendors. Costumes may be custom-made or ordered through various costume manufacturers and dancewear suppliers.

Studio staff will measure students during class, and costume fittings will take place once costumes have been received.

Costume information will be emailed by the Studio Experience Team. Remaining costume balances are due in February and March.

Typical costume costs range from **\$90.00–\$180.00** per class, depending on the costume selected. Certain performances, including solos, duets, trios, featured roles, or custom-designed costumes, may require specialized costumes with costs of **\$200.00 or more**. Families will be notified of these costs in advance. Costume delivery dates are estimates and are subject to manufacturer production schedules, shipping timelines, and vendor availability.

If a costume deposit is not received by the applicable deadline, a costume will not be ordered. Once a costume deposit has been paid, the student is responsible for the remaining costume balance. Costumes will not be released until all costume balances have been paid in full.

Costume deposits received after **November 10** will incur a **\$20.00** late fee and families will be responsible for any additional vendor, rush order, or shipping charges incurred.

If a student chooses not to participate in the recital after paying a costume deposit, but before the costume has been ordered, the costume deposit may be applied as an account credit. A costume will not be ordered, even if the student plans to participate in Picture Week.

If a student withdraws from classes before the performance, the student remains responsible for the full costume balance if the costume has been ordered or materials have been purchased. Costume fees cannot be refunded once a deposit has been paid, as costumes are ordered and materials are purchased well in advance of performances.

UNCLAIMED COSTUMES & APPAREL

Costumes and apparel purchased through Spark of Creation Studio must be picked up within 60 days of the related performance or season's end.

Items not claimed within this period may be considered forfeited and will no longer be available for pickup.

STUDENT EXPECTATIONS

All students are expected to adhere to the following expectations while participating at Spark of Creation Studio:

- Gum, food, and beverages (except water) are not permitted in the studios.
- Students are expected to dispose of all trash before leaving the studio.
- Students should treat themselves, fellow students, instructors, staff, and studio property with kindness and respect at all times.
- Cell phones, smart watches, and other electronic devices should remain silenced and stored during class unless being used for instructor-approved educational purposes.

CODE OF CONDUCT

Students are expected to demonstrate respect, responsibility, and kindness while participating in all classes, rehearsals, performances, competitions, and studio events.

Disruptive behavior, bullying, harassment, unsafe conduct, or disrespect toward instructors, staff, fellow students, studio property, or other participants will not be tolerated.

Spark of Creation Studio staff and instructors reserve the right to remove a student from class if their behavior is determined to be disruptive, unsafe, or inappropriate.

Continued behavioral concerns—or behavior by a student or family member that is disruptive, abusive, threatening, or otherwise inconsistent with the studio's mission, values, or policies—may result in suspension, dismissal, or discontinuation of services.

PARENT EXPECTATIONS

We value a positive partnership with our studio families and ask that parents and guardians support the following expectations:

- Communicate respectfully with instructors, staff, students, and fellow studio families at all times.
- Contact the front office with any questions or concerns. Teacher conferences may be scheduled through the front office.
- Encourage and support your child's performing arts education by fostering a positive attitude toward learning, practice, and participation.
- Review all studio emails, newsletters, Parent Portal announcements, and other communications throughout the season.
- Notify instructors of any concerns or challenges that may affect your child's participation.
- Notify the office if your child will be absent, arrive late, or leave class early.
- Pay tuition and all other studio fees by the applicable due dates.
- Review the SOC Student/Parent Handbook with your child.
- Maintain current contact information in Studio Pro.

It is the parent/guardian's responsibility to remain informed by reading all studio communications.

PERFORMANCES & REHEARSALS

Spark of Creation Studio proudly produces multiple main stage performances each season, providing students with numerous opportunities to grow as performers and celebrate their accomplishments.

Annual productions may include:

- Fall Musical (October)
- Winter Showcase (December)
- Winter Musical (January)
- Polynesian Showcase (March)
- Hip Hop Showcase (April)
- Spring Musical (May)
- Musical Theatre Cabaret (June)
- Year-End Recital (June)
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Performances are held at various local venues, including The Samuel L. Johnson Theater at Capuchino High School, the San Mateo Performing Arts Center, Skyline College Theatre, and the College of San Mateo Theatre.

Students are encouraged to participate in performances whenever possible. If a student is unable to participate, please notify the instructor as soon as possible.

Students with outstanding account balances at the time of a performance will not be permitted to participate until their account has been brought into good standing.

Additional rehearsal dates and performance schedules will be communicated in advance whenever possible. Casting, choreography, performance order, costume assignments, and all artistic and production decisions are made at the sole discretion of Spark of Creation Studio's Artistic Staff.

For the safety of our performers, flash photography is not permitted during performances. Performance fees, costume payments, and ticket purchases are non-refundable.

CLASS PHOTOS

Group and individual student photographs are taken during Picture Week, which is held during regularly scheduled classes in May.

Photo schedules, ordering information, video packages, and purchasing details will be available through the studio's online store prior to Picture Week.

Purchasing photo packages is optional; however, individual photo packages must be pre-ordered before the student's scheduled photo day.

Picture Week takes place during regularly scheduled class time regardless of whether a student is participating in the recital or purchasing photographs.

No tuition credits, refunds, or makeup classes will be provided for students who choose not to participate in class photos.

WEATHER & EMERGENCY CLOSURES

Spark of Creation Studio follows its own operating schedule and may not necessarily close when local schools close.

In the event of severe weather, power outages, public health concerns, or other circumstances beyond the studio's control, class cancellations or schedule changes will be communicated through email, text alerts, the Parent Portal, and social media.

Studio closures do not qualify for tuition refunds. Makeup classes may be offered at the discretion of Spark of Creation Studio.

EMERGENCY PROCEDURES

Spark of Creation Studio maintains emergency procedures designed to protect the safety and well-being of all students, staff, and visitors.

Parents and guardians are responsible for maintaining current emergency contact information in Studio Pro. Emergency evacuation routes are posted throughout the facility, and staff members are trained to respond appropriately during emergencies.

HEALTH & SAFETY

Students who are experiencing a fever, contagious illness, or other symptoms that may place others at risk should remain at home until they are well enough to return.

If a student becomes ill or is injured during class, a parent or emergency contact will be notified immediately. Parents and guardians are responsible for informing the studio of any medical conditions, allergies, injuries, or other health concerns that may affect their child's participation.

Spark of Creation Studio is committed to maintaining a clean, safe, and healthy learning environment through regular cleaning and sanitizing of our facility.

HANDBOOK REVISIONS

Spark of Creation Studio reserves the right to revise or update the policies contained in this Student/Parent Handbook as necessary. Families will be notified of any material policy changes, and updated policies will supersede previous versions.

Thank you for being a part of the Spark of Creation Studio community. We are honored to be a part of your performing arts journey and look forward to another season of learning, creativity, growth, and unforgettable memories.

