



ELMS Creatives
Parent Handbook
September 2026

Inspire. Create. Perform.



Parent Handbook

Your guide to life at Elms Creatives.

Welcome to the Elms Creatives family

Our aim is to create a welcoming, positive and inspiring environment where children can develop confidence, creativity, discipline and performance skills. This handbook explains what families can expect from us and what we ask from students and parents.

Our Promise

We will treat every student with kindness, respect and encouragement, celebrate individual progress and work to make classes safe, inclusive and enjoyable.

Our values

- **Confidence** – helping students believe in themselves and feel proud of who they are.
- **Creativity** – encouraging imagination, individuality and self-expression.
- **Community** – creating a welcoming, supportive environment where everyone feels they belong.
- **Kindness & Compassion** – encouraging respect, empathy and care for others, both on and off the stage.
- **Excellence** – encouraging students to take pride in their effort, progress and achievements.
- **Enjoyment** – making performing arts exciting, positive and memorable.



Class Expectations

Helping every student thrive.

Student Expectations

- Arrive ready to learn and participate.
- Listen to teachers and follow reasonable instructions.
- Treat students, staff, visitors and the venue with respect.
- Take care of equipment and belongings.
- Give their best effort while respecting different abilities and learning speeds.
- Use appropriate language and behaviour.
- Tell a trusted member of staff if they feel worried or unsafe.

How Parents/Carers Can Help

- Encouraging regular attendance and punctuality.
- Supporting positive behaviour.
- Keeping contact and emergency information up to date.
- Raising concerns privately and respectfully with the team.

We want every student to feel safe to make mistakes, try something new and celebrate the achievements of others.



Uniform & What to Bring

Practical guidance for class.

Class Clothing

Students should wear comfortable, practical clothing that allows them to move safely and participate fully, such as black leggings, shorts or tracksuit bottoms, paired with an **official Elms Creatives branded T-shirt**.

The branded T-shirt is **mandatory for all students**, helping everyone feel part of the Elms Creatives community while maintaining a smart, consistent and professional appearance. Other clothing should be kept simple and practical, with large or prominent external branding avoided where possible, helping to create a fair and inclusive approach to class clothing.

Official Elms Creatives T-shirts are available to purchase through our website for £15 each. Further ordering information will be provided when required.

Students should attend in clean, suitable clothing. Long hair should be tied back where necessary for safe participation.

What Your Child Will Need

- A labelled water bottle.
- Any materials or music communicated by the teacher.
- Appropriate footwear where requested e.g. jazz shoes/trainers.
- Any essential medication or support items that have been agreed with Elms Creatives.

Please clearly label clothing, water bottles and other personal belongings with your child's name. As the venue is shared with other businesses and events, Elms Creatives cannot guarantee the return of unlabelled lost property.



Refreshments & Food

Students attending multiple classes are welcome to bring a packed lunch, snacks and drinks to enjoy during appropriate breaks between classes. Families are responsible for ensuring that any food provided is suitable for their child and for informing Elms Creatives of any allergies or dietary requirements.

For the safety of our students, we ask families to avoid sending food containing nuts or other commonly recognised high-risk allergens wherever possible. Students should not share food or drinks with others.

Elms Creatives may introduce a tuck shop and/or provide hot food or refreshments at certain sessions or events in the future. Where offered, details of available food, pricing and relevant arrangements will be communicated to families in advance. Purchases may be made using cash or, where available, by card/contactless payment. Older students may therefore be able to use a debit card or contactless payment method such as Apple Pay, where appropriate.

Parents/carers are responsible for deciding whether their child is permitted to make purchases. If a child has access to their own money or a payment card/contactless device, Elms Creatives cannot be held responsible for purchases they choose to make, such as sweets, snacks or drinks.



Attendance & Communication

Keeping families and teachers connected.

Attendance

- Regular attendance helps students build confidence, skills and friendships.
- Please tell us as soon as possible if your child will be absent.
- Repeated or extended absence may affect progress and group work.
- Please arrive on time so students can settle safely.

Illness

- Please do not send your child to class if they are unwell or may be contagious.
- If your child becomes unwell during a session, we will contact you using the emergency contact details provided.
- Please let us know if your child has an illness or medical condition that may affect their participation or wellbeing.
- We ask that children only return to class when they are well enough to participate comfortably and safely.

Communication

- Use our main contact details for enrolment, attendance and general enquiries.
- Tell us promptly about changes to contact, emergency, medical or support information.
- Important announcements and event information may be communicated through official Elms Creatives channels.
- Please speak to us early if you have any questions or concerns. We're always happy to listen and help wherever we can.



Safeguarding & Student Wellbeing

Keeping children safe is everyone's responsibility.

Our Commitment

Elms Creatives is committed to providing a safe, welcoming and inclusive environment. Concerns about a child's safety or wellbeing will be taken seriously and handled in line with our safeguarding procedures.

How Students Can Help Keep Everyone Safe

- Tell a trusted member of staff if something worries them.
- Treat others respectfully and never engage in bullying or discriminatory behaviour.
- Follow staff instructions designed to keep everyone safe.

How Parents & Carers Can Help Keep Everyone Safe

- Share any relevant information that may affect your child's safety, wellbeing or participation.
- Please tell us promptly about any safeguarding concerns or significant changes that may affect your child.
- Please raise concerns with Elms Creatives directly, rather than approaching another child or family.

Important

This handbook is an overview and does not replace Elms Creatives' full safeguarding policy and procedures. Families can request further information from the Elms Creatives team.



Performances, Events & Exams

Celebrating progress on and off the stage.

Performances & Events

- Students may have opportunities to perform in showcases, events or productions.
- We aim to give every student the opportunity to take part in performances wherever possible. No child will be excluded because of their ability, confidence or experience.
- To help ensure performances are safe, enjoyable and successful, students are expected to learn and practise their material and follow guidance from their teachers. Where a student has not sufficiently prepared their material, we may need to adjust their role or, in some circumstances, they may not be able to perform that particular piece.
- Families will receive information about dates, rehearsals, costumes and tickets as far in advance as possible.
- Performance opportunities are designed to build confidence, celebrate progress and create positive experiences, rather than put students under pressure.

Exams & External Opportunities

Where suitable, Elms Creatives may offer or recommend performance exams, private tuition, workshops, competitions or other external opportunities. These will be optional unless expressly stated otherwise, and any additional costs, requirements or arrangements will be clearly communicated before commitment.



Rewards & Certificates

Recognising effort, growth and achievement.

At Elms Creatives, success is about more than performance. We want students to recognise their progress and understand that **effort, resilience, teamwork and kindness matter too.**

What We Celebrate

- Confidence and participation.
- Significant progress and improved performance skills.
- Creativity and initiative.
- Teamwork and encouraging others.
- Commitment and consistent effort.
- Personal milestones and achievements.
- Kindness, compassion and positive contributions to our community.

Our Approach

Awards and certificates are intended to **encourage and celebrate students rather than create competition between children.** Every student should have opportunities to feel proud of their own journey, whatever their starting point or level of experience.

Celebrating Each Other

We love hearing about the positive things happening within our Elms Creatives community. If you see something you feel **deserves recognition** – whether it's something your child has achieved or a kind or inspiring moment involving another student – **please let us know.** We'd love to celebrate these moments with you.



Terms & Conditions

Please read carefully before signing.

1. Enrolment & Membership

Enrolment is subject to availability and confirmation by Elms Creatives. A place is only confirmed once enrolment has been accepted and any required registration and payment arrangements have been completed.

2. Fees & Payments

Fees are payable in advance according to the payment arrangement communicated to the family. Students must have a valid payment arrangement in place and their fees paid up to date in order to attend classes. Families should contact Elms Creatives promptly if they anticipate any difficulty making a payment, and we will be happy to discuss the situation with you.

3. Attendance & Absence

Families should notify Elms Creatives of absence as soon as reasonably possible. Fees remain payable regardless of attendance, and missed classes are not refundable, transferable or eligible for make-up sessions.

If Elms Creatives is required to cancel a class, we will provide families with appropriate notice wherever possible and, where appropriate, offer an alternative arrangement.

4. Behaviour

Students are expected to treat staff and fellow students with kindness, respect and consideration, and to follow reasonable instructions. Where behaviour causes concern or disruption to classes, we will work with the student and their parent/carer to address it. Serious or repeated concerns may result in further action, including the review or withdrawal of a student's place where necessary.

5. Safeguarding

The safety and wellbeing of our students is our priority. Elms Creatives will take appropriate action where safeguarding concerns arise and, where necessary, may share relevant information with parents, safeguarding professionals or appropriate authorities in order to protect a child.



6. Photography & Media

Photography and video recording will be carried out in accordance with the consent preferences provided by the parent/carer and Elms Creatives' Photography & Social Media Policy. This may include recording whole performances and events. Consent may be withdrawn at any time by contacting Elms Creatives in writing.

7. Performances & Events

Performance participation may involve additional rehearsals, costumes, tickets or other arrangements. Families will be given relevant information, including any associated costs, as far in advance as reasonable possible.

8. Health & Medical Information

Parents/carers are responsible for providing accurate and up-to-date medical, allergy, learning and support information, along with relevant emergency contact details. Any significant changes should be reported to Elms Creatives as soon as possible.

9. Collection & Responsibility

Parents/carers are responsible for ensuring their child is collected promptly at the end of each session. Where someone other than the usual parent/carer is collecting a child, or an alternative collection arrangement has been agreed, families must provide Elms Creatives with the relevant details in advance.

For safeguarding purposes, each family will have a secure collection password agreed with Elms Creatives. Where an alternative collector has not been previously confirmed, the child will only be released once the correct password has been provided.

Prompt collection is important for the safety and wellbeing of all students, and staff should not be expected to supervise children beyond the end of the scheduled session.

10. Changes to Arrangements

Elms Creatives may occasionally need to change teachers, rooms, timetables or arrangements due to circumstances outside our control. We will always aim to provide families with as much notice as reasonably possible and minimise disruption wherever we can.



11. Complaints

We encourage families to raise any questions, concerns or complaints directly with Elms Creatives as soon as possible, so that we have the opportunity to listen, understand and resolve them fairly and respectfully.

12. Data Protection

Elms Creatives will handle personal information responsibly and securely in accordance with applicable UK data protection legislation and our Privacy Policy. Information will only be collected, used and shared where necessary and appropriate.

13. Acceptance

By completing and signing the enrolment documentation, the parent/carer confirms that they have read and understood these Terms & Conditions and agree to comply with the applicable Elms Creatives policies and arrangements. By enrolling their child, parents/carers acknowledge that they have had the opportunity to ask any questions about these Terms & Conditions before agreeing to them.



Contact Information

We can't wait to welcome you to Elms Creatives.

Visit Us

Waterloo Community Centre
26 Great Georges Road
Waterloo
Liverpool
L22 1RD

Get In Touch

Email: info@elmscreatives.co.uk
Website: www.elmscreatives.co.uk

Follow Our Journey

Keep up to date with classes, performances, announcements and creative opportunities through our official Elms Creatives social media channels.

Instagram: [@elms.creatives](https://www.instagram.com/elms.creatives)
Facebook: Elms Creatives

Thank you for choosing Elms Creatives and trusting us to be part of your child's creative journey. We look forward to inspiring, creating and performing together.

Welcome to the Elms Creatives family!