



Welcome!

Thank you for enrolling with Music & Play - we look forward to an exciting year! A few things to keep in mind for the year:

2023/24 Schedule

Lessons begin on Tuesday, September 5, 2023 and end on June 8, 2024. There are 34 weeks of Keyboard Adventures: The Safari lessons and two concerts throughout the year.

- **Winter Concert:** February 11, 2024
- **Year End Concert:** June 2, 2024
- **Holiday breaks** are as follows:
 - Thanksgiving Break is from Monday, October 9 through Friday 13, 2023.
 - Christmas break is from Saturday, December 23, through Monday, January 8, 2024.
 - Winter (February) break is from Tuesday, February 13 to Monday, February 19, 2024.
 - Spring break/Easter break is from Monday, March 25 through Sunday, April 7, 2024.
 - Note that due to an absence this fall, Ms. Colleen's classes will require a few changes to the above. This will be reviewed with the families affected.

Lesson Costs & Discounts

- Junior 1 & Intermediate 1 classes have a \$200.00 Registration & Material Fee due upon registration. Tuition is \$1018.00 and can be paid either monthly or in full.
- Junior 2, Intermediate 2, & Senior 2 classes have a \$185.00 Registration & Material Fee due upon registration. Tuition is \$1018.00 and can be paid either monthly or in full.

**Regardless of the number of classes students are enrolled in each year, students pay only one \$36.00 registration fee a year to a maximum of two registration fees (\$72/year) per family.*

Payments

The payment of class tuition may be made by either cheque or credit card.

- By Cheque:
 - Cheques should be made payable to Music and Play
 - Postdated cheques **must** be dated for the **1st of each month**.
- By Credit Card:
 - Payment by credit card may be made in full, or monthly. (*Monthly tuition payments are processed on the 25th of each month for the upcoming month.*)

Please make payment arrangements (by either dropping off your cheques at Music & Play or confirming your payment by credit card) as soon as possible and before September 1. The first weeks are always an extremely busy time and *payments must be received before September 1* to ensure that our administrative staff are able to focus their attention on our students and class-related issues during this time.

*A discount is available for families wishing to pay in full for the year. **Please note that there will be NO discounts for tuition payments made in full after August 31.** Please see page 3 for our summer hours.*

- **Late and Declined Payment Charges**
 - All NSF cheques will be charged a \$35 fee.
 - Declined credit cards may be subject to a \$15 fee.
 - Late payments may be subject to a 10% fee.

Studio Policies

- Please remove all outdoor footwear in the foyer and leave them on the trays and mats provided.
- To help keep us all healthy, everyone is asked to please wash their hands with soap before attending class. There is also a sanitizer station located at the Studio entrance.
- Please use the washroom before class. Washrooms are located at the rear of the main floor.
- With the exception of water bottles, no food or drink in class please.
- Plan to arrive a bit early (5-7 minutes) so that you have time to get settled before your class begins. Please don't be late!
- *If you or your child are ill, please stay home from class and log into the Client Portal to record the absence and schedule a makeup (if eligible).*
- If the door to your classroom is not open yet, please wait quietly in the lobby area until your teacher is ready for you.
- Should the Studio be required to temporarily close, all classes will continue online.

Create and Play

Create & Play may be available for sibling care while parents are attending a group class with another sibling, C&P is scheduled based on request with a minimum of 2 students required. Tuition is \$272 for the year (34 classes) NOTE: *Please email all Create & Play requests to musicandplay@shaw.ca*

Practice

Group music and private lesson students will see the most success if they practice at least five times a week. Minutes of practice will vary with the class level: 5-10 minutes a day to 25-30 minutes a day. Parent participation is the key to practice, especially in the beginner years!

Missed Lessons

There are no refunds for missed classes, however, you may attend another make-up class (if available during the same week) and if you have scheduled an absence 24 hours in advance through the client portal for the class you will miss. Please review the assignment page (emailed to you weekly) and contact your teacher with any questions you may have.

Should a class be canceled due to inclement weather or teacher illness, the class will be rescheduled or refunded at the discretion of the Studio.

Withdrawals

The Safari classes are part of a year-long program and students registered in this program are expected to complete the entire year.

A place in the class has been reserved and, due to the limited class sizes, others may have been turned away for that space. A withdrawal from a class affects not only the student involved but also the rest of the students in the class for the dynamic changes with fewer children. For this reason, no refunds will be given after the first 4 classes except in extraordinary circumstances. Full fees will be due for any withdrawal following that time as we cannot fill year-long class spots after this period.

Note: non-attendance does not constitute a notice of withdrawal.

Please keep in mind that it can take a few weeks for your child to get into the 'swing' of lessons and practicing - just as returning to school each year requires time for your child to get (re)acquainted with the new rules and surroundings. Please discuss any concerns you may have with your teacher privately to see how together we can make classes a successful and rewarding experience.

Note: Registration fees are non-refundable

Discount Policies

If you have a Bowness Community Membership, and live in the Bowness community, no registration fees are charged on all per-term Classes (ages 0-99), and/or no registration fees & 10% off private music lessons (ages 6+, minimum four-month enrollment).

Summer Hours

- The office is open from 1:00 - 8:00 Monday - Friday from August 28 to September 1, 2023.

Our Goal

Our goal is to build great people, and we strive to provide your child with a successful and fun music and arts experience. To this end, we will keep in touch regularly to provide support and encouragement. We may also suggest class or level changes as appropriate.

Please feel free to contact your teacher with any questions or concerns you may have or contact admin directly via email mp@musicandplay.ca. When contacting us by phone, you may not reach us immediately, but we attempt to return all phone calls within 24 hours.

To ensure that you receive regular class updates, please confirm that you have indicated 'yes' to 'receive emails' in your online registration account. You can also 'like' and 'follow us' on Facebook as we post new information and reminders there too! And, if you enjoy our programs, your support through a google review is always appreciated and has been the backbone of the word-of-mouth growth that has helped to fuel M&P for its first 12 years!

Thank you for reading, we'll see you in September.



Colleen Lindenbach
Owner/Operator, Music & Play Canada Inc.

One Last Reminder:

Please ensure that you have reviewed **all policies** before classes begin as your attendance at class signifies your acceptance and understanding of all Music & Play policies. Also, please mark your calendars now with our concert dates to ensure that your child is able to participate!