



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 Monday, September 4, 2023 and end on Friday, June 28, 2024. Depending on your lesson day, there are 37 - 40 weeks of private lessons during the year, The Stage is Yours performances, as well as a winter and a year-end concert.

- **The Stage is Yours:** An event offering students a more regular opportunity to perform.
- **Winter Concerts:** Sunday, December 3, 2023
- **Year-End Concerts:** Sunday, June 23, 2024.
- **Holiday breaks** are as follows:
 - Thanksgiving Day: Monday, October 9, 2023.
 - Christmas break is from Saturday, December 23, 2023 through Sunday, January 7, 2024.
 - Winter (February) break is from Thursday, February 15 through Monday, February 19, 2024.
 - Spring and Easter break is from Sunday, March 24 through Monday, Apr. 1, 2024.

Lesson Costs

- Private Lessons costs are \$42.50/30 minutes, \$63.75/45 minutes. \$85.00/60 minutes.
- Specific materials/book costs vary with each discipline, teacher and student's level and interest. These materials can be purchased as needed at reception.
- Registration fees (\$36/student; max \$72/family) are due and paid at time of registration to secure your place in class and, as such, should have already been paid online.

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 plan to arrive a bit early (5-7 minutes but no more than 10 minutes before your lesson) so that you have time to get settled. *Please don't be late! Teachers cannot extend lessons for late students.*
- Please remove all outdoor footwear in the entry area of the studio and place it on the trays. You may bring indoor shoes if you wish.
- To help keep us all healthy, everyone is asked to please wash their hands with soap before attending class. There are a number of convenient options within the studio for this and sanitizer stations are located at the Studio entrances.
- Please use the washroom before class. Our washrooms are located at the rear of the main floor.
- Parents may attend private lessons with their child only until the child is comfortable on their own. After that time, parent attendance at private lessons is at the discretion of the studio director in consultation with the teacher and only in special circumstances.
- Food is not allowed in lessons. Drinks are allowed in non-spillable containers only.
- When you arrive, if another lesson is still in progress in your studio, please wait quietly in the lobby area until your teacher is ready for you.
- Should the studio be required to temporarily close (due to any health-related issues), all classes will continue online.

Practice

Students will see the most success if they practice at least five times a week. Minutes of practice will vary with the class level: approximately 7-15 minutes a day for beginners, 25-30 minutes a day for intermediate students, and 45 or more minutes a day for advanced students. Please discuss specific recommendations for your child/you with your teacher.

Exams & Festivals

Participation in festivals and/or exams is discretionary. Please discuss this directly with your teacher to ensure that the appropriate arrangements are made in sufficient time. Exams should be discussed *at least 9 months prior* to the exam.

Makeup Policies for Private Lessons (In-Studio)

- **Absences must be communicated to the Studio via the JR Client Portal.** When a minimum 24 hours prior notice is given, a 'Schedule Makeup' link will appear. *It is the responsibility of the parent and/or student to schedule their own makeup lessons.*
- *If you don't see an available time for a 45 min or 60 min makeup lesson in your Client Portal please contact the studio to see if there are any other times available. 30-minute makeup lessons are the responsibility of the client to schedule.*
- **Makeup lessons** must be scheduled within 90 days and **can only be scheduled through the Client Portal.**
- Canceling a scheduled absence may not result in the return of your original lesson time.
- Makeup lessons are ONLY scheduled during times when the instructor is already scheduled to teach at Music & Play and are available on a first-come/first-served basis.
- ***All makeup lessons are subject to Studio and instructor availability and are not guaranteed.*** No refunds will be given for missed lessons for any reason.

Please schedule ALL absences - even if you will not be scheduling a makeup - as this allows another student/family to use that spot for a makeup. We will contact each student/family who misses class without giving prior notice.

Teacher Absences

If the Instructor must be absent and is unable to provide a substitute instructor for the regular lesson time, the lesson will be made up and the instructor will work with the student and the Studio to find and schedule a suitable makeup time.

Withdrawals

Once a student has been registered for a private lesson, it is the expectation that they will complete the whole year except in exceptional circumstances (e.g. moving, extended illness). Please keep in mind that it can take a few weeks to get into the 'swing' of lessons and practicing – just as returning to school each year requires time to get reacquainted with the rules and surroundings.

If you perceive any challenges, please discuss the situation with your teacher privately to see how – together – we can make lessons an enjoyable and rewarding experience. A trial lesson with a different teacher could also be arranged. Should changes to the teaching approach still not provide a good fit, and should you wish to withdraw, please note that **4 weeks written notice is required for withdrawal**, and that registration fees are non-refundable.

Note: non-attendance does not constitute notice of/or withdrawal from lessons, AND 4-week's notice refers to, and means, four teaching weeks – NOT four calendar weeks.

Discount Policies

Regardless of the number of classes taken each year, a student pays only one \$36 registration fee to a maximum of \$72/year per family. Students registered in additional full-year Group Classes or Private Lessons receive 10% off the 2nd full year registration, and 20% on the 3rd full year registration.

If you have a Bowness Community Membership and live in Bowness 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). Please provide proof of membership to receive this discount.

For each student you refer that enrolls in a full year program you will receive a \$50.00 credit on your account, and for each family that enrolls in a term class you will receive a \$25.00 credit on your account. All you need to do to qualify is ask each family you refer to be sure to list you as a referral on the registration page when enrolling in a class.

Summer Hours

The office is open from 1:00 - 8:00 Monday - Friday from August 28 to September 1, 2023. Regular hours resume on September 4.

Our Goal and Working Together

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 an online 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 date to ensure that your child is able to participate!