



Welcome!

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

Priority Registration

Priority Registration for Winter and Spring terms is open to continuing families as follows:

- Winter term (term 2) priority registration begins October 1, 2026 at noon. Public registration opens October 15, 2026 at noon.
- Spring term (term 3) priority registration begins February 1, 2027 at noon. Public registration opens February 16, 2027 at noon.

Studio Policies

- Please remove all outdoor footwear in the entry area of the studio and place it on the trays. You are welcome to bring indoor shoes to the studios.
- To help keep us all healthy, everyone is asked to please wash their hands with soap before attending class – there are two washrooms available.
- Please use the washroom before class!
- 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 (due to any health-related issues), all classes will continue online.

Missed Lessons

There are no refunds for missed classes, however, you may attend another make-up class (if available) and if you have scheduled an absence 24 hours in advance through the client portal for the class you will miss.

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.

Performance Opportunities

The Stage is Yours (TSiY): This event offers students more regular opportunities to perform. Dates and other opportunities will be announced throughout the year.

Withdrawals

After classes begin, refunds are only provided in exceptional situations such as moving or illness. Please note that registration fees are non-refundable.

Discount Policies

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.

If you live in Trinity Hills, 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).

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 Core Hours

The office is open as follows: July 6 - August 14 from 12:00 - 4:00 Mondays & Fridays and 12:00 - 6:00 Tuesday through Thursday. August 17 - 28 hours are 12:00 - 6:00 Monday – Friday. Closed on Monday, August 3 and all weekends throughout August. Regular office hours resume Monday, August 31.

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 and Instagram 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 the Music Studio for its first 15 years!

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



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