



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:

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 The Music Studio 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 \$30.00 discount is available to families wishing to pay in full prior to Friday, August 28, 2026. **Please note that there will be NO discounts for tuition payments made in full after August 28.** 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 are two washrooms available.
- Please use the washroom before class. Washrooms are located off the main private studio hallway.
- 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

Music 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) **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 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 or Instagram as we post new information and reminders there too! Also, 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 The Music Studio for its first 15 years!

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

A handwritten signature in black ink, appearing to read 'Colleen', with a stylized flourish at the end.

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