



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 & Play Inc.
 - 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 Friday, August 28. The first weeks are always an extremely busy time and *payments must be received before August 31* 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 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 plan to arrive a bit early (5-7 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. Please note that both students & caregivers are expected to remove shoes if they are going past the entry point (including for washroom use).
- 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.
- 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, 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.* NEW The portal now shows all available makeup lessons.
 - If you book a shorter time slot than the length of your lesson/credit, the remaining make-up time will remain on your account for future use.
 - If you book a longer time slot than the length of your lesson/credit, the lesson length will be adjusted by the studio to match your available credit.
- Makeup lessons must be scheduled within 90 days or before the session ends 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 The Music Studio 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 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.

Drop-in Lessons

Drop-in lessons are single, one-off lesson bookings and may be scheduled through the client portal up to one month in advance of the lesson, subject to teacher availability. Full payment is required at the time of booking. Drop-in lessons are not eligible for make-up classes or rescheduling. A minimum of 2 weeks' notice is required to cancel a drop-in lesson and receive a refund. Cancellations made with less than 2 weeks notice are not eligible for a refund or a credit.

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 class/teaching 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

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.

NEW – Double-Up Discount! Students who enrolled in a second lesson a week, with their same teacher (for a minimum of 4 months) will receive a 25% tuition discount. *Each additional full year private lesson a student is scheduled for with the same teacher will be eligible for the 25% discount.

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 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 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 the fall.



Colleen Lindenbach

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