



Studio Policies 2023-24: Remote/Online Studio

1) **Music & Materials** are the responsibility of the student to purchase and bring to each lesson. This includes instruments, books, USBs, accompaniment CDs, or device as applicable.

2) **Lessons are booked** by attending an assessment lesson and choosing a time slot. Payment of the non refundable Annual Registration fee is required to hold a spot for the student, with lesson fees being due on or before the start of the term; see #6.

PLEASE NOTE: Parents/guardians may be required to support students during online lessons.

3) **Time slots:**

- A time slot is booked from September 5-June 22, summer lessons are arranged separately.
- If needed, extra lessons may be scheduled in addition to, but not in place of, regular lessons.
- If a student's lesson time is no longer convenient, a new time will be arranged if possible.

PLEASE NOTE: *Two weeks' notice is required if students withdraw from lessons at anytime during the year.*

4) **Drop in Lessons** are available for students who do not have a regular time slot. These students will be fit into the schedule as time allows, but will take second priority to regularly scheduled students. *Drop in lesson time slots are limited and availability will vary from week to week.*

5) **Make-up Lessons** are booked through the My Music Staff app, as availability allows, in accordance with the Missed Lessons Policies; see #8

6) **Payment:**

- Payment may be made by cash, cheque, or e-mail transfer. *Cheques should be made out to Tracey Staback.*
- Receipts are available through the My Music Staff App, login is provided by the Studio when a student registers for lessons.
- Students are paying for the teacher's time and are responsible to pay for the time slot being held for them according to the number of lessons in each term, not the number of lessons they are present for.
- Missed lessons are not carried over as a credit for the next term; see #8, Missed lessons.
- Lesson fees are due at the beginning of each term, *for the entire term.* Students who choose to pay by instalments will provide the Studio with postdated cheques, at the beginning of the term, to cover the term fees. *Late instalment payments may be subject to a 4% late fee if arrangements are not made in advance.*
- Drop in lesson fees must be paid before the day of the lesson.

PLEASE NOTE: *Lesson fees are non-refundable.* Students who withdraw early from lessons will receive a credit or gift certificate for the remaining lessons, minus the required two weeks notice, which can be used towards Studio services, products, or programming.

7) **Lesson fees** (Effective September 1, 2023): \$35/half hour assessment/trial lesson for all first time private students.

a) **REGULAR WEEKLY LESSONS:**

These rates are for students booking a regular weekly time slot between September 5 and June 22.

*Families who book 2 or more hours of private lessons per week receive the low term rate of \$45/hour.

<u>Type of Lesson</u>	<u>Type of Payment</u>	<u>½ hour lesson</u>	<u>¾ hour lesson</u>	<u>1 hour lesson</u>
Private Lessons	Term (13 lessons)	\$365/term	\$495/term	\$625/term
	Monthly Instalments	\$130 x3	\$173 x3	\$217 x3
Semi-Private Lessons (2 students together)	Term (13 lessons) No instalment Option	\$234/term per student	\$299/term per student	\$364/term per student
Group Lessons (3-6 students together)	Term (10 lessons) No instalment Option	N/A	\$140/term per student	N/A

b) **DROP IN LESSONS AND SHORT TERM COACHING SESSIONS:**

These private lesson rates are for students who do not have a regular time slot, and are booked according to Studio availability. No registration fee is required and Missed Lesson Policies apply once lessons are booked; see #8.

- *\$35/half hour or \$55/hour
- *\$145/3 hours of lessons to be used within 2 months of the purchase date
- *\$235/5 hours of lessons to be used within 2 months of the purchase date

8) Missed lessons:

a) BY THE TEACHER:

Your teacher is a professional musician who may need to reschedule lessons due to rehearsals and performances. If lessons are cancelled by the teacher, the following policies apply:

- With 24 hours' notice, a make-up lesson will be arranged as soon as schedules allow.
- With less than 24 hours' notice, students may opt to either schedule a make-up or take a lesson credit for the next month or term.

b) BY THE STUDENT:

Sometimes unavoidable situations may arise that require you to miss your regular lesson time. If lessons are cancelled by you, the following policies apply:

- With 24 hours' notice, a make-up lesson will be offered if schedules allow, up to two times a term (3 months). After those make-up lessons, no other arrangements will be made for missed lessons and no credit will be given.
- With less than 24 hours' notice, no other arrangements will be made. There will be no credit for this lesson.

PLEASE NOTE: *It is the student/parent's responsibility to book any owed make-up lessons through the My Music Staff app.*

*Make-up credits will expire 2 months from the missed lesson date.

*Missed make-up lessons cannot be rescheduled once booked and no credit will be given if they are missed.

*In the case of extended absences (more than 2 weeks), make-up lessons may be arranged in advance or the student may let go of their time slot and re-book a time slot when they return to regularly scheduled lessons. The usual two weeks notice is required if students choose to let go of their time slot.

*There are no make-ups or credits given for Semi-Private or Group Lessons missed by the student.

9) Administrative fees:

- Annual Registration fee: \$25/student or \$40/family
- Practice Theory Exam Papers: \$25 for each practice paper corrected outside of a student's lesson
- Song Transposition: \$30 for each song transposed for recital, exam, or competition purposes
- Studio Recital Fees: \$15/student & \$5/each additional student from the same household

10) Accompaniment:

-Remote students are responsible for making accompanist arrangements for performances, auditions and competitions. The teacher may be able to help with finding a local accompanist. The student is responsible for making all rehearsal & payment arrangements with the accompanist.

11) Communication and Privacy:

The primary method of communication by the Stabback Music Studio is through e-mail. By providing your email address, you are consenting to Stabback Music Studio sending you electronic communications which may include newsletters as well as information regarding our products and services. You may withdraw your consent at any time by contacting stabbackmusic@sympatico.ca. The Stabback Music Studio may also use your personal information to send you information on third party products and services which may interest you. Your personal information is not shared outside the company.

I have read and accept the policies out lined above.

Parent/Student

Date