



TERMS, CONDITIONS AND STUDIO POLICIES

Violin, Viola, Cello, Double Bass, Piano, Theory, Voice, Harp, Flute and Guitar lessons

- Student's lessons are **scheduled weekly** and are 30, 45 or 60 minutes in length
- Students of our studio usually attend a complete academic year of regular lessons, from September to June; optionally followed by summer lessons in July and August upon request;
- 10-week trial period for new students; lessons will automatically continue if NO notice of cancellation is given and payment will be aligned with the rest of students; notify us 2 weeks before the trial period is over
- 2-week notice of change of class, or cancellation of the class for any reason

PAYMENT:

- All scheduled lessons must be pre-paid in advance
- All students must provide Credit Card that will be on file for late fees collection
- TO NEW STUDENTS: One-Time Registration Fee \$50 (\$25 additional family member) will reserve you a time/day slot of your choice
- Full payment for 10 weeks is required before 10-week trial period
- Payment can be made by **post-dated cheques or bank draft**, typically 1 month in advance always on the 1st of the month
- \$30 NSF charge applies for bounced cheques
- 5% fee applies for late-payment processing via Credit Card on file by 3rd day of the month

MISSED OR CANCELLED CLASSES:

- 2-week notice is required for ANY changes
- Out of respect for our teachers' time, changes to day/time of a regular lesson can be done with **2 weeks advance notice**. If, 2-week notice is not given, no make-up lessons will be allowed, regardless of reason for cancellation. Some exceptions may apply with 1 week notice. **NOTE:** Up to 2 lessons per academic year can be rescheduled but they must be made-up within one month of the missed lesson.
- Explanation: we regret we cannot make up classes for whatever reason – no show, sickness, late bus, traffic, unexpected conflict, homework, weather etc. However, we ask you to inform us about missed lesson by email or call.
- If you do miss a lesson, please use the time for additional home practice and resume your study next lesson.
- Weather cancellations: Only in extreme weather threatening conditions, lessons may be cancelled. You will be notified and entitled to make-up class or credit.
- We completely understand if you choose not to attend a class for weather reasons, but if the studio is open and the teacher is here, your class will be considered as no-show. In the event that the teacher is present but the student doesn't show up classes will not be made up.
- Please do not bring a child to the studio who has had a fever within 24 hours, is coughing extensively or who had stomach illness within the last 24 hours.
- In the event of teacher's absence, a qualified substitute teacher will be available, or
 - the lesson will be rescheduled or
 - credit will be issued toward lessons or
 - refund will be issued

STUDIO CLOSURES

• **STATUTORY HOLIDAYS AND SCHOOL HOLIDAYS:**

There will be no lessons on the following statutory holidays: Labour Day (1st Monday in September), Thanksgiving Day (2nd Monday in October), Christmas break (2 weeks), Family Day (3rd Monday in February), March Break (1 week), Good Friday (Friday before Easter Sunday, Easter Monday (Monday after Easter), Victoria Day (Monday preceding May 25th), Canada Day (July 1st).



- **WEATHER CONDITIONS:**

If you are not sure about the weather conditions during winter months, please check our website. Alternatively, you can contact Klaudia at (289) 242-1517 by text message from your phone or call.

Note: If the teacher is present at the studio, lessons will go on. If the weather conditions change rapidly within the day, we will make every effort to contact you via phone or e-mail if there is a cancellation.

Classes may still continue in the afternoon even if there is a snow day and school buses are not running in the morning. Please call the studio (905) 338-2990 for a recorded cancellation notice. Message will be updated by 12:00 noon.

EXTRA LESSONS AND PIANO ACCOMPANIMENT CLASSES

- Students that registered to take Royal Conservatory Exam or attend any Music Festival might need extra **lessons and/or lessons with piano accompaniment** (approx. \$40/hour) for the mentioned **additional fee** on hourly basis for both teachers
- Parents/students will be given an **estimate before** they decide to sign-up/attend an event

STUDENTS' RECITALS

- Students' recitals are organized bi-annually and involve a fee (approximately \$40) that covers church-rental expenses, certificates, refreshment and for string players: two 15-min. piano accompaniment classes per each student.
- Participation is optional
- Dress code: **dress attire**, please

GROUP CLASSES: PRE-SCHOOLERS, MiniMAGICK, MAGICK, ENSEMBLE

- Violin, viola, cello and double bass students can sign up for orchestra practice on a weekly basis as an addition to private
- Offered for age groups: 3.5-6 y; RCM Intro – 4 young students; RCM 5 – up teenage students; Adult Ensemble
- Orchestras performs at various events, concerts and travels
- \$10/hour/person payable in a block of 10 or by monthly payment

LESSONS TERMINATION

- Submit your request in writing to Klaudia with 2 – weeks notice prior to 10-week period expiry, or any time throughout the school year, after minimum 10 lessons
- No refund is given if terminated during 10 – weeks trial period.
- You may be entitled to extended credit if terminated for medical reasons.

By signing up for lessons you agree with, and understand, the terms and conditions.

We will ask a special permission for posting pictures of the students. You may choose to accept or deny the use of the pictures for the studio wall, website, or promotional material.

Thank you for choosing Klaudia's Music Studio! It is great to have you! ☺

STUDIO POLICIES SUM-UP

- Registration fee reserves you a spot, one-time \$50 (first student) + \$25 (other family member)
- 10 weeks minimum commitment
- 2-week notice of change or cancellation
- Up to 2 make-up classes during academic year, but only with 2-week notice
- Cheques are due in advance on the 1st of the month
- \$30 NSF charge
- Credit card on file for late fees + 5% will be charged by 3rd of the month