



Elite Piano Studio Student Policies

Communication

For general questions, lesson cancellation, etc. please refrain from using the Elite Facebook Messenger and email us at info@elitepianostudios.com. This email will be checked daily and we will do our very best to respond to you within 1 business day or sooner if it's warranted.

You can also call or text the studio at 519-999-8903. Please feel free to text this number at any time, especially if you are running late or needing to cancel a lesson last minute! (Text is preferred as voicemails are not monitored as regularly).

Because we are trying to make sure that all of our information is going through the right channels, please also refrain from contacting your teachers directly at their personal emails or phone numbers and use the avenues listed above. We will ensure that all information needed will be given to the teachers!

Lesson Payment

All lessons must be pre-paid prior to the start of a new semester or at the time of registration. To reserve your time slot indefinitely, we have two options: Lump sum payments OR monthly payments. Lump sum payments for an entire semester may be made by cash, credit card, or cheque. A credit card may be put on file for monthly automatic payment. Alternatively, monthly installments will be accepted in the form of post-dated cheques (dated for the first of each month, and submitted at time of registration). Cash is not an option for monthly payments. The semester fee for use of the studio will be calculated based on how many lessons are included in each lesson day throughout the semester (ex. Monday lessons may have fewer lesson days due to holidays). There is NO registration fee.

Please Note* Any declined credit card monthly payment will be subject to a \$50.00 fee and any NSF cheques will be subject to a \$60.00 fee.

Student Absences

Upon registration, a student agrees to a specific weekly time slot. As with other extra-curricular activities, missed lessons will not be refunded or rescheduled. The studio has been reserved to accommodate a specific student at a specific time. Makeup lessons can only be offered in the case of an emergency absence on the part of the teacher (see Teacher Absences section below). If a student is absent for three consecutive lessons and has not had contact with the studio administrator, a discontinuation form will be filed on your behalf, giving three weeks notice, as per studio policy. If no further contact is made they will be removed from the schedule, after the three week discontinuation notice, therefore, forfeiting their timeslot (this amounts to a total of six weeks of paid classes regardless of attendance).

Teacher Absences

In the event of a teacher absence, every effort will be made to provide a substitute teacher for that lesson. In the case of a last-minute emergency where no substitute can be found, the Studio will inform the student at the first opportunity. If a lesson is missed because of a teacher's absence, every effort will be made to make up the lesson at the earliest mutually convenient time. If a time is unable to be agreed upon, the student will receive a refund for the lesson at the end of the semester.

Duration of Lessons and Tardiness

Each lesson allows for turnaround time for the teacher. Students are guaranteed twenty-five minutes of dedicated instruction per half hour lesson or fifty-five minutes for hour long lessons. Since each student has their own specified time slot, students who arrive late for their lesson will only be taught until the end of the previously agreed-upon time block for their lesson. If you are more than 15 minutes late for your lesson your teacher may not still be available to teach the lesson.

Discontinuing Lessons

If a student decides to discontinue lessons at any time, the studio must be notified. The student or parent must fill out the DISCONTINUATION OF LESSONS FORM and return it to the Studio Administrator. Non-attendance to lessons does not constitute withdrawal from or discontinuation of lessons. The student will be billed for three additional lessons upon their withdrawal, after which any remaining lessons will be refunded. Students have the option to attend these three lessons (once the teacher or studio manager has been notified). Students may also choose to give these three lessons to someone else or

simply pay them out. The three-week lesson charge is in place to both encourage the continuation of music lessons, and to allow time to schedule a new student – when possible – in the available time slot.

Refunds

Any refunds owed to students will be issued at the end of the semester. This is to ensure that the teacher has ample time to provide make-up lessons. Refunds may not be carried over from one semester to the next. Any discrepancies regarding payment must be addressed within 30 days in writing to info@elitepianostudios.com.

Important Dates for 2022 (holidays, breaks, events etc.)

The holidays for 2022 are as follows:

- 2022 Winter/Spring Semester Begins: Monday, January 3rd
- Family Day February 21: OPEN
- March Break March 13-19: CLOSED
- Good Friday April 15: CLOSED
- Easter Monday April 18: OPEN
- Victoria Day May 23: CLOSED
- Turnaround Week July 1-7: CLOSED
- Summer Semester Begins: Friday July 8
- Civic Holiday August 1: OPEN
- Turnaround Week August 29-September 5: CLOSED
- Fall Semester 2022 Begins: Tuesday, September 6th

Lesson Materials

Students are expected to bring a notebook (8 1/2 x 11 or larger) to each lesson. Students are responsible for purchasing all books and materials required by their teacher. Lesson materials are available for purchase at Elite Piano Studios. Students are instructed to wait until their first lesson before purchasing materials to allow guidance from their teacher.

Comments and Concerns

The quality of your musical experience is very important to us. All students, families and staff associated with Elite Piano Studios are always encouraged to voice their comments,

suggestions, or concerns at any time through the info@elitepianostudios.com email address.