



Studio Policies and Procedures 2024/2025

The following policies apply to all lesson agreements made between Whole Tone Music (“WTM”) and its students and the parents/guardians of the students (the student). Please ensure that you read all of our policies, as these are in effect upon registration.

School Year Dates

- Our school year runs from September - June, following the Waterloo Region District School Board public school schedule as closely as possible. All of our term dates are on our website at wholetone.ca/calendar.
- By default, we do not schedule lessons on holidays and school breaks so you will not be billed on these dates. This includes all holiday Mondays, Fridays, March Break, and Winter Break. If you'd like to book an extra lesson on these days or use a make up credit, you are welcome to inquire about your instructors' availability.
- We are open on all PD days.

Communications

- All important correspondence is sent out by email. Please ensure that you add admin@wholetone.ca to your contact list to not miss any of our emails.
- It is the responsibility of the student to make WTM aware of any changes to their contact details. WTM will not be held responsible for any missed communications, late/overdue payments, missed lessons, etc., if this due to incorrect contact information.
- Due to the size of our student base, most of WTM's communication is done via our student portal, therefore there is a level of potential error associated with this. If you notice something incorrect (lesson or account details), please know that it

is not meant offensively. In these cases, please let us know via email to admin@wholetone.ca so we can rectify the situation as soon as possible.

Scheduling

- Your lesson time is not reserved until registration is complete and payment is received.
- If the agreed lesson times or days need to be changed by WTM, the student will be contacted as far in advance as possible and an alternate time will be chosen that suits both the student and WTM.
- If the agreed lesson times or days need to be changed by the student, please let WTM music know as soon as possible and an alternate time will be chosen depending on instructor availability.

Attendance and Cancellations

- Time missed due to the student being late is forfeited and will not be required to be made up by the instructor.
- If the student is unable to attend a lesson, the lesson must be cancelled via the student portal to be eligible for a make-up credit.
- If at least 24-hours' notice has been given for missing a lesson, you may be offered a make-up lesson.
 - Students are guaranteed up to (2) make-up lessons per school year (September-June).
 - Make-up credits have a validity period of **90 days** from the date they are credited.
 - If less than 24-hours' notice is given for missing a lesson, no make-up lesson or credit will be given. This lesson is considered forfeited and will be charged.
 - We do not offer monetary credits in lieu of a make-up credit.

Instructor Absences

- If an instructor is absent, our first course of action will be to arrange a substitute instructor of the same skill level and give you as much notice as possible.

- If this is not possible, we will arrange a make-up lesson at the earliest time that suits both the student and the instructor.
- An instructor's absence is not counted as one of the two guaranteed make-up lessons per school year, but as an additional make-up lesson owed.
- We do not offer monetary credits in lieu of instructor makeup credits.

Inclement Weather

- In the event that we are unable to open the studio due to inclement weather, we will attempt to move all lessons online. You will be notified via email on the same day if this is the case.
- In the event that an online lesson is not possible, a make-up lesson will be issued that is not counted as one of the two make-up lessons per term, but as an additional make-up lesson owed.

Duration of the Lesson Agreement

- The lesson agreement between WTM and the student is a rolling agreement that continues into each new month and new school year. We do not re-register students every September, as this lesson agreement continues until it is cancelled, as discussed below.
- Summer lessons are strongly recommended, but not a mandatory part of the school year. The period of July-August will have its own registration, and we offer more flexibility with scheduling and billing for those two months exclusively.
- It will be assumed that students are continuing into a new school year and no further notice will be given until a cancellation notice is received, as discussed below.

Cancellation of the Lesson Agreement

- If the student wishes to cancel the lesson agreement with WTM and stop their lessons, the **lesson withdrawal form** must be completed by the 15th of the final month.

- Verbal notice given to the instructor will not be acted upon and is not considered sufficient unless confirmed by WTM's management.
- No refund or credit will be given for any cancellations partway through a month.
- If, in exceptional circumstances, WTM has to cancel a student's lesson agreement due to damage of WTM property or harassment of WTM staff or students by the student, the lesson agreement may be cancelled with no notice and no credit or refund for any outstanding lessons.

Lesson Fees and Payments

- Lesson fees are due on the first day of every month.
 - Our required payment method is auto-pay through a credit card. Before your registration is confirmed you must have a credit card set up in your student portal with auto-pay enabled. You will receive instructions for setting this up when you register.
- **Photography and Filming**
 - WTM may use film or still photographs of students for appropriate promotional purposes. By agreeing to these policies, you are giving WTM permission to take and use film or photographs of the student.
 - You (or your parents if you are under 18 years of age) must inform WTM in writing at anytime if you will not allow the use of such images and we will accommodate this request.
 - **Disclaimer**
 - The Studio Policies described above are agreed to upon enrolment and may be changed at any point by WTM. Should any changes be made, all students will be informed via email and will be sent a new copy of the studio policy.
 - **Thank you**
 - That's it! You did it. Feel free to email us at admin@wholetone.ca if you have any questions about our policies and procedures.