

Whole Tone Music

Monthly Subscription - Studio Policies and Procedures 2024/2025

At Whole Tone Music, our policies are designed to keep things running smoothly for students, families, and instructors alike. Because our instructors set aside specific times in their schedules for their students, we are limited in the amount of flexibility we can offer with rescheduling and holding subscriptions. These policies ensure that instructors have a consistent schedule and a dependable income, while students can count on reliable and committed teachers. We appreciate your understanding and adherence as these guidelines are in place to support both our students' musical growth and the well-being of our teaching team.

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 instructor's 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 is due to incorrect contact information.

- We use an online portal called opus1.io to manage scheduling, billing, communications, and make-up credits. Please bookmark this page for easy access - <https://wholetone.opus1.io/login>

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 know as soon as possible and an alternate time will be chosen depending on instructor availability.

Attendance and Cancellations

- **Students are guaranteed up to two (2) make-up/rescheduled lessons per school year (September-June).**
- 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.
- In the event of an illness, an online lesson will be arranged if you are still able to participate. Please do not attend in person lessons if you have a contagious illness.
- 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 towards future invoices in lieu of a make-up credit.
- Time missed due to the student being late is forfeited and will not be required to be made up by the instructor.

Instructor Absences

- If an instructor must be absent, our first course of action is 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 towards future invoices in lieu of an instructor make-up credit.

Unexpected Studio Closures

- In the event that we are unable to open the studio due to extenuating circumstances, such as, but not limited 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 that you are 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. For July and August exclusively, students and instructors may request any weeks off with no penalties. If a student plans to be off for both July and August, payment for the September invoice will be required to reserve the time slot.
- 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, notice must be given via email before the end of the final month of lessons.
- Verbal notice given to the instructor will not be acted upon and is not considered sufficient unless confirmed by WTM's management.
- No refunds or credit will be given for any cancellations partway through a month, and all make-up credits not completed before the final month of lessons will be forfeited.
- If, in exceptional circumstances, WTM has to cancel a student's lesson agreement due to, but not limited 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

- Monthly lesson fees are billed automatically on the first day of every month via the credit card you have set up on your account. Any failed payments will be retried on a daily basis, so please ensure that your card on file is up to date, and contact us ASAP for any changes to your billing method.

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 via email at any time 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.