

DONAIS STUDIOS

Group Class Policy 2021/2022 Season

At Donais Studios we are committed to providing a high-quality and enriching arts education environment. Our goal is for each student to be successful and confident in all of their musical and artistic endeavours. The policies outlined below are intended to ensure that every student achieves their goals and receives the highest quality arts education while helping to maintain Donais Studios' mission and vision.

The policies below are subject to amendment without notice.

Registration

- ❖ Please complete the online registration form.
- ❖ Registrants will receive an email confirmation of their acceptance into the program.
- ❖ Once payment and a signed copy of the Group Class Policy is received, students will be invited to join the Donais Studios online Studio Portal formalizing their registration and membership.
- ❖ We can't wait to work with you!

Communication

- ❖ Our primary form of communication with students and parents is by email and the Donais Studios online Studio Portal. Please check your email and the Studio Portal regularly to ensure that you receive all communications and updates.
- ❖ Students and parents are responsible for keeping their email address and personal information up-to-date in the Studio Portal.

Tuition Structure and Fees

- ❖ The Donais Studios Group Voice Classes are a 9 week program.
- ❖ 2021/22 Tuition Fees:
 - \$185 per 9 week session
- ❖ Tuition fees are to be paid in full prior to the beginning of the session.
- ❖ All fees are payable to Donais Studios.
- ❖ Cash, cheque, e-transfer and credit card payments are accepted. E-transfer payments should be sent to admin@donaisstudios.ca.
- ❖ Dishonoured (NSF) cheques are subject to a \$25 service fee.

Missed Classes

- ❖ Due to the nature of group classes, no refund or make-up credits will be given for missed classes.

Lateness

- ❖ We understand that life is busy and unpredictable at times. We ask that students be present and on time for their scheduled classes.

Cancellation

- ❖ Studio Closure: For studio closures due to inclement weather, email notifications and text messages will be sent to all affected students. Please note that Donais Studios does not follow school board closures as several different school boards are represented within the studio. Group classes will be moved to Zoom in the event of a studio closure due to inclement weather.
- ❖ Teacher Absence: For teacher absence or illness, email notifications and text messages will be sent to all affected students. Classes cancelled due to teacher absence will be rescheduled during a studio flex week or may be taught by a guest instructor.

Holidays

- ❖ Please check the Donais Studios online Studio Portal for scheduled holidays. The calendar is posted at the beginning of each season.
- ❖ The Studio will be closed December 18-31, 2021 for Christmas holidays.
- ❖ The Studio will be closed March 12-18, 2022 for March Break.

Withdrawals and Refunds

- ❖ All requests for withdrawal from a group class program must be made in writing to admin@donaisstudios.ca.
- ❖ No refunds will be granted for program withdrawals once the session has begun.

Dismissal

Students may be dismissed from the group class program for the following reasons:

- ❖ Persistent failure to attend classes.
- ❖ Failure to pay tuition fees.
- ❖ Inappropriate, uncooperative or abusive behaviour.
- ❖ Classes missed or time lost for suspension or dismissal for any of the above reasons will not be refunded or made up.

Etiquette

- ❖ Please arrive on time for your class.
- ❖ Please enter quietly upon arrival in consideration of the lesson or class in progress. No need to knock when you arrive - just come on in!
- ❖ Please remember all of your repertoire books, materials and a water bottle for each class.
- ❖ Home practice is an integral part of the learning process and is an expectation of the group class program.
- ❖ If a parent needs to speak with the instructor, please schedule a meeting or phone call with the instructor via email (admin@donaisstudios.ca). Class time is limited and precious!

Indemnification

- ❖ You agree to release, save harmless and indemnify Donais Studios and any organization that it owns and their respective employees or agents from and for all losses incurred or suffered from or related to your attendance at the Donais Studios premises or taking part in any of its programs.

Photo and Video Release Policy

- ❖ By registering with Donais Studios, you grant Donais Studios permission to take photographs and videos of you or your children’s participation in Donais Studios activities. You also grant Donais Studios permission to use, reuse, modify, publish, and republish those photographs/videos in any format or media, including print and online, for promotional or instructional purposes. Donais Studios may use the photographs and videos without compensation to you or your children. You waive any rights to prior inspection and approval of the photographs/videos and their use. Donais Studios will not sell such photographs/videos to anyone. You child’s name will not be posted with his or her photograph without your permission. You waive any claims, demands, and liabilities against Donais Studios for taking and using these photographs/videos. To opt out of Donais Studios’ Photo/Video Release Policy, please send an email to admin@donaisstudios.ca.

Return to Studio Procedures and Protocols - Fall 2021

- ❖ I have read, understand and agree to the Return to Studio: Safety Measures and Studio Protocols document.
- ❖ I understand that I may opt for virtual lessons until I am comfortable returning to the studio for in-person private lessons.

I have read, understand and agree to the above Donais Studios Group Class Policies and accept the terms of registration.

Student Name

Parent Name (if child is under 18)

Student Signature (or parent, if child is under 18)

Date