



Private Lesson Program Policies 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.

Introductory Lesson and Registration

- ❖ Prospective students are encouraged to schedule a free 30 minute Introductory Lesson online.
- ❖ The Donais Studios private lessons program, student goals and objectives, and an individualized lesson plan will be discussed at the Introductory Lesson. Prospective students and parents have the opportunity to address any questions or concerns they may have.
- ❖ After the introductory lesson, students wishing to formally register in the private lessons program should complete the online registration form.
- ❖ Once a regular lesson day and time has been established, students will be invited to join the Donais Studios online Studio Portal formalizing their registration and membership.
- ❖ Welcome. 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 Private Lessons Program is a 34 week program beginning the week of September 11 through to (and including) the week of June 11.
- ❖ 2021/22 Tuition Fees:
 - 60 minute private lesson - \$2280 (\$228 per month x 10 months)
 - 45 minute private lesson - \$1720 (\$172 per month x 10 months)
 - 30 minute private lesson - \$1160 (\$116 per month x 10 months)
- ❖ Tuition fees may be paid in 10 equal monthly installments (September through June) or in one payment. Monthly payments are due on the first day of the month.
- ❖ 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 Lessons

- ❖ We understand that illness and family emergencies happen. Whenever possible, please provide 24 hours notice for missed lessons. **If you need to cancel a lesson, please cancel your lesson in the Studio Portal.**
- ❖ Regular and active participation in the lesson process is integral to consistent musical development.
- ❖ Refunds will not be granted for missed lessons.
- ❖ Three flex weeks have been included in the season schedule. There will be no regularly scheduled lessons during flex weeks. If you need to miss a lesson for any reason throughout the season, you may reschedule your lesson during a flex week through the Studio Portal. Flex weeks will be the only time made available throughout the season for make-up lessons. The following weeks are flex weeks for the 2021/2022 season: week of October 9, 2021 (Thanksgiving), February 19, 2022 (Family Day), and May 21, 2022 (Victoria Day).
- ❖ Your instructor has set aside your lesson time each week just for you! If you need to miss a lesson and would prefer not to reschedule during a flex week, a Skype lesson or a phone call to discuss progress and goals during your regular lesson time are also valuable options.

Lateness

- ❖ We understand that life is busy and unpredictable at times. We ask that students be present and on time for their scheduled lessons. Teachers will do their best to make-up for lost time due to student lateness, however, please be aware that this is not a given nor always possible.

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. Skype lessons will be made available during studio closures due to inclement weather.
- ❖ Teacher Absence: For teacher absence or illness, email notifications and text messages will be sent to all affected students. Lessons cancelled due to teacher absence will be rescheduled at a mutually agreed upon time between student and teacher.

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 the private lessons program must be made in writing to admin@donaisstudios.ca.
- ❖ Students are required to give 1 month notice of their intent to withdraw from the private lessons program.
- ❖ No refunds will be granted for any remaining lessons within the month. Students can decide if they would like to attend the remaining prepaid lessons or not.

Dismissal

Students may be dismissed from the private lessons program for the following reasons:

- ❖ Persistent failure to attend lessons.
- ❖ Persistent failure to prepare for lessons.
- ❖ Failure to pay lesson fees.
- ❖ Consistent late payments and/or rescheduling of lessons.
- ❖ Inappropriate, uncooperative or abusive behaviour.
- ❖ Lessons 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 lesson.
- ❖ Please enter quietly upon arrival in consideration of the lesson 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 lesson.
- ❖ Home practice is an integral part of the learning process and is an expectation of the private lessons program.
- ❖ If a parent needs to speak with the instructor, please speak with the instructor at the beginning of the lesson or schedule a meeting via email (admin@donaisstudios.ca). In consideration of the next lesson, there will not be time at the end of your child's lesson for in-depth discussion with the instructor.

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. Your 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 In-Person Private Lessons Procedures and Protocols - Fall 2021

- ❖ I have read, understand and agree to the Return to Studio In-Person Private Lessons: 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 Private Lessons 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