



STUDIO POLICY

Calendar Year: September 12, 2022 - June 10, 2023

There will be a total of 34 lessons.

*Dependent on availability, JKW Vocal and Performing Arts (JKW) will accept students throughout the year and adjust lessons / contracts accordingly.

MISSED/RESCHEDULED LESSONS

There are a variety of reasons that lessons are missed or cancelled. AT JKW, we understand that life is busy and following a set schedule is – at times – impossible due to illness, and other conflicts such as school obligations or rides. Unfortunately a “hiccup” in a schedule can have a rippling effect on the smooth functioning of the studio. Therefore, we have crafted a solution to help mitigate unforeseen events:

- Due to the increasing student body, we cannot guarantee ANY rescheduled lessons.
- The most suitable solution for missed lessons is to keep the regular time, and make it an online lesson.
- Missed and cancelled lessons are not subject to refund.
- It is the responsibility of the parent and / or student to initiate re-scheduling.
- In an effort to give each individual our best, no-shows will not be re-scheduled and late arrivals will not be extended. Sometimes this is out of our control with unforeseen events. If you think you will be delayed, we would appreciate a call or text to let us know that you are on the way.
- We respect your commitment! Therefore, in the event that a teacher needs to reschedule, they will be responsible for finding a substitute that honours your reserved time slot.
- JKW Studio is closed on holiday Mondays & Fridays. (No lessons)

IMPORTANT DATES

- SEPT 6 2022 - STUDIO PHOTOSHOOT 4-6 (ALL ARE WELCOME)
- NOVEMBER 14-19, 2022 - CHORAL FEST RUNNING AT PSU *please be prepared for some rescheduling/cancelled lessons*
- DECEMBER 19 2022 - JANUARY 8, 2023 - STUDIO CLOSED FOR WINTER HOLIDAY
- JANUARY 9, 2023 - STUDIO RE-OPENS
- MARCH 27-APRIL 9, 2023 - SPRING BREAK *TWO WEEKS*
- APRIL 10 - STUDIO RE-OPENS
- JUNE 5-10, 2023 - LAST WEEK OF LESSONS
- PERFORMANCE DATES TBA, SIGN UP COMING SOON

PERFORMANCE

There will be two performance opportunities during the year. We strongly encourage students to participate, as performance is an essential part of music study. Late sign up for performances are subject to a fee. Flexible packages students may choose to add a performance opportunity for a fee.

ATTENDANCE & ILLNESS

Students are expected to arrive promptly at the start of their lesson, and be picked up on time. Illness has a rippling affect.

Please, do not attend lessons if you are ill.

Note: All parents / guardians are welcome to observe lessons only when invited by the student and teacher.



PAYMENT

Our payment structure is changing this year to accommodate our growing student body. Please indicate your preferred payment schedule on this survey <https://forms.gle/HCAornSDQ8rEDNJx5>. An invoice will be sent via email before the first lesson. Payment via e-transfer is preferred. Credit card is available upon request and subject to a 4% fee. Annual, bi-annual, semi-annual payments are preferred. Monthly payments are available upon request and are subject to a 4% admin fee. Advance payment for lessons is required. Lessons will not be taught if they have not been paid for. Lessons missed due to tardy payments will NOT be rescheduled. Late fees will apply to ALL payment structures.

CANCELLATION POLICY

Lessons are a September to June commitment. If the termination of lessons is being considered, a parent- student-teacher interview is required. One month's written notice and one month's fee is required for termination of lessons.

Note: No refunds will be given after March 1 for tuition packages. No refunds issued on flexible lesson packages.

SUPPLIES

Materials (such as lesson books, music, theory books, etc.) that are purchased by the teacher are expected to be paid for in full at the following lesson. Students are expected to bring music to their lesson (via paper or tablet), a pen or pencil, water bottle & face mask. Cellphones will no longer be permitted for use of music reading unless agreed upon by student & teacher and the device is on airplane mode. No wifi passwords will be distributed.

PRACTICE TIME

Students need non-interrupted time to practice throughout the week. The amount of practice time per day will vary depending on the student's level and will be determined by the teacher. Setting a similar time to practice each day (e.g., right after school or before dinner) will help set a routine and ensure success. Students are encouraged to record their lessons for practice at home. Practice looks different for everyone and can include a variety of activities. Please don't be discouraged if your child is having a hard time.

CONTACT

At JKW we are reachable via phone, text, and email. Text is always the quickest. Please feel free to call / text between the hours of 8AM and 8PM if you have any cancellations, questions, or need to arrange a conference. The studio is closed on Sundays. If necessary, please leave a voicemail and we will return your call as soon as possible.

It is our sincerest hope that you understand the necessity of establishing a Studio Policy. If you have questions regarding this policy, please do not hesitate to ask!

Date _____ Parent/Guardian Signature _____

Date _____ Student Signature _____