

# Studio Policies

## Cancellations and Make-up lessons

- Students are entitled to 3 make-up lessons over the course of the 10 month period (September to June), providing 24h notice has been given
- Private lessons cancelled with less than 24h advance notice will not be made up
- Any lesson cancelled by the teacher will be made up at a later date without penalty to the student
- Missed make-up lessons are not subject to another make-up date
- Group lessons missed by students will not be made up
- In the case of a difficulty scheduling a make-up lesson, the teacher may request it be online (for in person lessons)
- Make-up lessons may be delivered by a substitute teacher

## Lateness

If the student is more than 15min late with no notice, they will forfeit the lesson (online or in person). If the student is able to contact the teacher to let them know they will be late, the teacher will wait for them. Lessons cannot be extended past the scheduled time.

## Snow Days/Inclement Weather

If it is deemed unsafe to travel to an in-person lesson, the lesson will be subject to either an online lesson or rescheduled

## Holidays

Private lessons will be held on holiday Mondays and Saturdays of long weekends. There will be no lessons over Winter and March breaks. Please refer to the lesson calendar for exact dates

## Substitute Teachers

Katherine Watson Music reserves the right to provide a substitute teacher when necessary. We will work hard to minimize this occurrence. Sometimes, occasional exposure to a different teacher is very beneficial to the student!

### Discontinuing Lessons

Our philosophy at Katherine Watson Music is that every student should love their music lessons. We often love what we are good at, which is why we require a full-year commitment to music lessons; achieving excellence in music takes time! For this reason, it is our desire to see every student complete the year of lessons to which they have committed upon registering. As such, if a student wishes to discontinue lessons, our first line of action is to work with the teacher to make lessons and practice at home more motivating and enjoyable. Our second line of action would be to try another instrument as an alternative to ending music lessons completely. Finally, if a solution cannot be found, the student will be permitted to discontinue lessons with 2 weeks notice and remaining tuition will be refunded. A cancellation fee of \$100 will be charged for students who discontinue lessons. Katherine Watson Music works closely with families to ensure that every student is treated fairly. Situations such as long-term illness, relocating families etc are considered case-by-case, with the ultimate objective being that the student will have music lessons that they enjoy and that will foster a life-long love of music.

### Termination of Enrollment

Katherine Watson Music reserves the right to discontinue the enrollment of any student or family in the event of disruptive and/or aggressive communication and behaviour, inappropriate conduct by student and/or parent, frequent absences, repeated late payments and any other reasons at the sole discretion of Katherine Watson Music. In such situations, remaining tuition (if applicable) would be refunded and a \$100 administrative fee would apply

### Personal Property

Katherine Watson Music does not assume responsibility for any personal property (including, but not limited to, clothing, cell phones, purses, wallets, etc) lost, damaged or left unattended on school premises, public areas or the parking lot.

Enrollment in lessons at Katherine Watson Music assumes compliance with these policies.  
Thank you for your continued cooperation!