

# *Serena Eades Academy of Music*

## **Studio Policies – 2023-2024**

*We are excited to welcome you all to our 2022-2023 Season!*  
Registration for lessons will constitute acceptance of these policies.

### **WEEKLY PRIVATE LESSONS (10-MONTH PLAN)**

**\$185/month (30 mins.)**

**\$270/month (45 mins.)**

All private students are required to commit to 10 months of lessons (Sept-June). 4-lesson packages are available for specific circumstances.

### **CANCELLATIONS/MAKE-UP LESSONS:**

- Each student is entitled to 2 make-up credits between September 12 and June 16 (one for each semester).
- **Makeup credits from Semester 1 (Sept-Dec) must be used during the makeup week of Dec. 11-15, 2023. Unused makeup credits from Semester 1 expire Dec. 15, 2023**
- **Makeup credits from Semester 2 (Jan-June) must be used during the makeup week of June 10-14, 2024. Unused makeup credits from Semester 2 expire June 14, 2024.**
- 48 hours' notice is required to be eligible for a make-up credit. In the case of an emergency, we ask to be notified by 9am the day of the scheduled lesson.
- Cancellations beyond 2 are billable and forfeited.
- Any non-emergency cancellations with less than 48 hours' notice will not be rescheduled and are not eligible for a makeup lesson.

### **4-LESSON PACKAGE (PRIVATE LESSONS)**

**\$330 (45 min. lessons)**

4-lesson packages are for adult students who are unable to commit to weekly lessons for the year. They are intended for a technique check-in/brush up or learning a new tune, not for the significant development of new skills. Students purchasing 4-packs must understand that progress on the instrument takes time and consistency. Choose when and with which teacher you would like to use your 4 lessons. Slots for these are limited to when instructor availability permits.

### **CANCELLATIONS/PACKAGE EXPIRY:**

- We do not offer make-ups or rescheduling of lessons you cannot attend (unless due to a personal emergency), therefore please only book what you know you can attend.
- Should you not be able to attend a lesson, your teacher will record a 15-minute personalized video lesson upon request. You are welcome to send a short video of your progress to the teacher prior to the missed lesson. The teacher will send their

response by the end of the day of the missed lesson. A video lesson will not be made if the request for one has not been submitted prior to the scheduled lesson time

- **Packages purchased between September – November expire Dec. 15, 2023**
- **Packages purchased between January - May expire June 15, 2024.**
- Any lessons not used by their expiry date will not be refunded. Please either book your 4-pack lessons through your MMS account or email us to book them for you:  
admin@serenaeades.com

### **NOVICE KIDS GROUP**

**T1 \$275 | T2 \$250 | T3 \$225**

***New: Tegan's Novice Kids group requires weekly 30 min. Lessons @ discounted rate of \$165/month***

Weekly group instruction. A full term's commitment is required and no refunds or credits will be issued once the term has begun. If necessary, each term's fee can be spread out into monthly payments upon request.

### **FIDDLE FROM SCRATCH**

**T1 \$260 (\$390 parent/child combo) | T2 \$235 (\$352.50 parent/child combo)**

Weekly group instruction. A full term's commitment is required and no refunds or credits will be issued once the term has begun. If necessary, each term's fee can be spread out into monthly payments upon request.

### **ADULT GROUP**

**T1 \$285 | \$260 | T3 \$235**

Weekly group instruction. A full term's commitment is required and no refunds or credits will be issued once the term has begun. If necessary, each term's fee can be spread out into monthly payments upon request.

### **WEEKLY STRING QUARTETS**

**T1 \$400 T2 \$360 T3 \$320**

These small ensembles (string quartets/quintets) will have specific repertoire chosen for the students, and focused work will be done on the interaction of instruments and musical parts. Each coached rehearsal will be 60 mins. It is strongly recommended that players in these groups supplement their group experience with private lessons.

### **LESSON FEE PAYMENT**

**AUTO-PAY WILL AUTOMATICALLY BE ENABLED BEGINNING SEPT. 1. YOUR CREDIT CARD WILL BE CHARGED ON THE FIRST OF EACH MONTH/TERM UNLESS YOU CHOOSE TO DISABLE AUTO-PAY.**

Should you choose to disable autopay, your credit card on file will be automatically charged for any outstanding balance not received within 15 days of the due date of the invoice. In addition, a \$15 late fee will be applied. If payment for the month's lessons has not been received, the lesson will not be given and the student will be sent home.

A registration fee of \$50/family will be charged in order to hold your spot. The registration fee is non-refundable and does not go towards the first month of lessons.

Private lesson fees are due on the 1<sup>st</sup> of each month. Group Class fees are due on or before the 1<sup>st</sup> class of each term.

### **ILLNESS**

DO NOT COME TO YOUR LESSON IF YOU ARE SICK. If you/your child are unwell or exhibiting any symptoms of illness (including symptoms of a common cold or flu) please do not come to your lesson in-person. Text Serena (604-741-2935) with as much notice as possible so that she can inform your teacher and ensure you have the Zoom link for your lesson. (Be aware that we don't check email frequently once the teaching day has started, so texting is preferable on the day of the lesson). Any student arriving at their lesson with symptoms of any kind will be sent home and the lesson will be forfeited.

### **LESSON TERMINATION:**

Should you decide to discontinue your private lessons for any reason, a minimum of one month's notice is required. Payment for the month after which notice was given is required. (i.e. if notice was given October 10, November's fees are still due.) You may choose to attend lessons during this time if you wish. We encourage students and parents to talk to us if there are any issues with your lessons before you decided to terminate lessons.

### **SUBSTITUTE TEACHERS:**

On occasion, we must arrange for a substitute teacher. These are not eligible for make-up credits should you not wish to have a substitute, as all our instructors are highly qualified.

### **EXTRANEIOUS CIRCUMSTANCES:**

Should your teacher be unable to teach your lesson in person (due to illness or unforeseen circumstances), lessons will be conducted online. Make-ups are not available if you do not wish to attend an online lesson. We do our best to avoid these situations but appreciate your understanding. If your teacher is unable to teach your scheduled lesson an additional makeup credit will be made available to you.

### **CONTACTING YOUR TEACHER:**

Please only contact your teacher directly in the case of emergency. You are welcome to discuss lesson content matters during lesson time. If you have questions about your lessons or need to change to an online lesson, please contact Serena by text: 604-741-2935 and Emily: [admin@serenaeades.com](mailto:admin@serenaeades.com)

We look forward to an exciting year of music!

Serena Eades Academy of Music

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