



General Studio Policy

THE SOUND FACTORY MUSIC SCHOOL

619 Wild Ginger Avenue Units C15/16
Waterloo, ON
N2V2X1
519.746.9330

info@themusicschool.ca

www.TheMusicSchool.ca

Facebook - www.facebook.com/themusicschool.ca

Follow us on Twitter @[soundfactoryMS](https://twitter.com/soundfactoryMS)

Instagram - www.instagram.com/soundfactorymusicschool

Hours of Operation

In addition to our private appointment based lesson schedule, you are welcome to visit us for any administrative business or retail needs during regular office hours (Monday to Saturday). Current up-to-date hours can be found at www.TheMusicSchool.ca.

We are also always happy to open by appointment at your request. Please call us at (519) 746-9330 or email us at info@themusicschool.ca to make an appointment.

Mission

To provide high quality musical instruction within a professional, welcoming, and comfortable environment in order to cultivate creativity and life skills, enrich the lives of our students, and build a strong artistic future for our community.

Sound Factory Music School

GENERAL POLICY

Registration

We require that all new students complete a registration form. There is no fee or deposit required for registration, however, a credit card number may be required to reserve your lesson times. This information will be kept with your registration information. This card will not be charged unless you specifically request that a charge be made to that card - at that time you may request that the card supplied be used or provide us with alternate payment. Accounts that are past due for more than 60 days will be charged to the credit card on file.

Terms of Payment

Students will be invoiced prior to the beginning of the term. Payment of fees (or arrangement of an approved payment plan) is due in full 7 days prior to the first lesson of a new term, or by the due date printed on the invoice if less than 7 days from the first lesson (the invoice date shall have priority) *Students with unsettled accounts after the first lesson date will not be considered registered, and their lesson times may be re-assigned without notice, unless the account is paid in full.* An administration fee of \$25 may be charged on accounts unpaid as of the specified due date (on your invoice), unless alternate arrangements have been made with the office. Unpaid balances older than 3 months may be subject to a surcharge of 2% of the total amount owing per month, assessed retroactively from the due date of payment (up to 12 months) and/or referred by the Sound Factory Music School to an independent credit collections agency.

A processing fee of \$10 will be charged for all returned cheques. For your convenience we also accept payment by Interac E-Transfer, Interac debit, Cash, Visa or MasterCard.

Payment in Installments

Payment of lesson fees may be completed in prearranged installments by either post-dated cheques or by charges to a credit card left on file. The first installment must be paid at or before the due date of the invoice (usually the first class of each new term). Remaining payments can be made on a flexible schedule at any point within the same lesson term, but payment in full must be completed by the date of the final lesson of that term. Unpaid fees will then be considered past-due and subject to the studio payments and registration policies detailed in this document.

De-Registration

Please note that there is no refund for withdrawal from lessons within the term. New students are offered a 4-week trial period prior to registering full time, and have the opportunity to withdraw 4 times a year between terms. Notice of de-registration should be given to the teacher and/or the office staff person **prior to the end of their current term**. If notice is not given, students will remain registered and will be invoiced for the new term as studio and teacher time has been exclusively reserved.

Students are considered as being registered and active until a.) Termination of lessons is requested (in accordance with this de-registration policy); b.) Students withdraw from any lesson term; or c.) The student's account falls out of good standing.

Students who de-register in accordance with this policy will have their time slots released.

Lesson Terms and Scheduling

Fall Term: September to December. (Post Labour Day to Christmas Break).
Winter Term: January to March. (Post New Years to March Break).
Spring Term: March to June. (Post March Break to End of June/school year.)
Summer Term*: July & August^

**The Sound Factory Music School operates year-round, including the summer, allowing us to maintain the highest level of service for our clients by avoiding long breaks that are damaging to the learning process. Withdrawal from the summer term is subject to the above registration/deregistration policies.*

Summer exemption: As a compromise for students who cannot maintain registered status under any circumstances, fall time slots can be reserved through payment of a non-refundable deposit equivalent to 50% of the term's fees, payable before June 30th of the same year. Deposits will be applied to the fall term if registration is maintained. Students may avoid the deposit by relinquishing their time slot and can re-register at any time subject to schedule availability.

Summer schedules may differ from the "school year" term schedule. Any student enrolling for summer lessons will automatically return to their standard times at the start of the Fall term unless a change is requested. (See below).

^Subject to teacher availability

Upon registration, set lesson times are assigned, and are reserved at the start of each new term. We require a minimum of 7 days for requests for permanent time changes. All scheduling changes are subject to availability. Temporary changes will be arranged according to the below policy on canceled lessons.

Student Expectations

In addition to arriving on time, students are also expected to be fully prepared for each lesson. This includes having your instrument (if applicable), *all* method and notebooks or materials assigned by the teacher, and any other equipment required to properly complete the lesson. All teachers are required to do the same.

All students are required to have a notebook with them at every lesson. Notebooks will be used (by the teacher and/or by the student) to note progress, homework assignments, or other relevant information about the lesson. Parents and students are required to consult notebooks regularly when practicing, and for communication between student, parent, and teacher. Where students attend a lesson without all relevant books including notebooks, teachers are not obligated to provide a lesson and the lesson may be forfeit, or the teacher may direct the student to use part or all of their allotted time to retrieve the absent materials before the lesson proceeds.

Students are expected to play over the week's material at home on their own. We generally recommend 30 minutes of practicing per day for most students, but we remind students that less or more time may be required depending on the goal, and students are responsible for their own progress through their dedication and work ethic.

Student Absences/Missed Lessons

Upon registering for private lessons, a student is paying for a specific lesson time slot. Since this time slot is reserved for the student and no other students can be booked during that time, payment of a lesson is due even when the student is not able to attend. At the discretion of the instructor and provided that teaching space is available, a make-up lesson may be offered. (See

below). However, the instructor is not obligated to make up lessons for student absences. If a student absence is unavoidable, the student is requested to please notify the office and/or the instructor directly as a courtesy. Please note that students are expected to arrive on time for their lessons. If a student is more than 15 minutes late, the lesson will be considered as canceled. In the case of late student arrivals, the instructor is not obligated to extend the lesson, and lessons will end at the student's scheduled time.

Instructor Absences

In the event that an instructor is absent for any reason, a make-up lesson will be offered to the student if a substitute is not available. Our teachers are professional musicians and performers and may have to cancel lessons on occasion to perform. However, we will make every effort to keep these cancellations to a minimum. Teachers may not be absent for more than 6 regularly scheduled lessons per year (September to June).

Make Up Lessons

Students should note that, as appointments are arranged in advance, any cancellation *may* result in forfeiture regardless of notice. The Sound Factory Music School will make every effort to re-schedule lessons affected by a legitimately extenuating circumstance, however, make-up lessons are a courtesy, and will only be offered if space becomes available. If a make-up lesson is offered, it will be considered as a regular lesson. A student absence from a make-up lesson will result in a forfeiture of the lesson *without exception*. No refunds or credits will be issued for lessons that cannot be re-scheduled. **Lessons canceled by the teacher will be re-scheduled for the first date and time suiting the schedules of the student, the teacher, and the Sound Factory Music School. Should no suitable make-up time arise prior to the end of term, students may arrange a make-up time in the following term, or may request an account credit for the lesson(s).**

Holidays

The Sound Factory Music School will be closed during all Statutory Holidays. In addition, lessons will be suspended after the final Sunday before Christmas, and will resume on the Monday following New Year's. There will be no regular classes during March Break or on Easter Monday and the Civic Holiday, however, studios will be made available and lessons may be scheduled on these days at the discretion of the teacher and student. If extra lessons are arranged during these or any other dates where no regular lessons are scheduled, they will be invoiced separately, as no holidays are included in standard billing. Payments for additional lessons should be made prior to the next regular lesson.

The school will offer regular lessons during non-statutory holidays (including but not limited to St. Patrick's Day, Valentine's Day, Mother's/Father's Days, Halloween, and Remembrance Day.) These days will be included in term billing, and lessons will be governed according to the above policies regarding absences/cancellations. There are regular lessons on all Saturdays falling on a long weekend created by a statutory holiday.

Parking

Parking is available on Laurelwood Drive in front of the school, and on the east side on Wild Ginger Avenue. Parking on these streets is designated as 1 hour parking prior to 5:00pm Monday to Friday. As a community courtesy, we ask that our students not park in the Sir John A. MacDonald parking lot.

Music Supplies, Sheet Music, Instruments, and More...

Sound Factory Music offers a wide range of products to meet any of your musical needs. Ask us about your books, strings, music stands, accessories, or instruments. We carry a wide variety of brand name accessories and a full print catalogue for sheet music and books.

Not sure what you need, or don't know what to look for? Speak to one of our teaching staff for an honest, professional, insightful recommendation. We want you to *love* playing your instrument, and that requires the right instrument as well as the right gear. At the Sound Factory you can rely on knowledgeable and personal advice, *even if it means referring you elsewhere for your purchase.*

We are proud to offer several exciting exclusive product lines and are always expanding to offer you exceptional quality and value for the price. We are proud of our wonderful staff and strive for a welcoming, unimposing atmosphere to establish and nurture a love for playing music.

Sound Factory Music School students receive a standard 10% discount on all accessories and sheet music, and preferred pricing on electronics and instruments.

Instrument Rental Program

The Sound Factory Music School is pleased to offer an instrument rental/rent to own program for your convenience. Rental application and applicable fees are due upon receipt of rental instrument. Ask for details.