



Studio Policies 2018/2019

REGISTRATION

New families can contact me by email or phone to schedule a 30-minute interview (no obligation). I only offer interviews when I have availability in my studio. I appreciate the opportunity to meet with potential students to assess their level and discuss any questions you and your child may have concerning piano and flute study. If you choose to study with me, a \$40 non-refundable registration fee will secure your spot in the studio and is put towards book fees. This fee is payable at the beginning of each year when you return the registration form. When you register for lessons you are making a year-long commitment and agree to the following studio policies.

TUITION

Private Lessons:

♪ Duration for private lessons are as follows:

- Preschool to Level 4 30 minutes
- Level 5 to Level 7 45 minutes
- Level 8 – Associate Diploma (ARCT) 60 minutes

♪ Tuition rates for private lessons are as follows:

- 30 minutes \$25.00 per lesson
- 45 minutes \$37.50 per lesson
- 60 minutes \$50.00 per lesson

Theory Lessons: For beginner level to Grade 7, theory instruction is included in the private lesson. I offer semi-private (two students) or group theory lessons (three or more students) for Level 8 Theory, Level 9, 10 & ARCT Harmony & Counterpoint, Level 9, 10 & ARCT History, and Elementary, Intermediate and Advanced Pedagogy courses.

The theory-teaching year is as follows:

♪ Level 8 Theory and Pedagogy Courses

- 26 weeks 45 minutes/Semi-Private \$665/course
 - 26 weeks 45 minutes/Group \$465/course
- *Tuition includes fee for required texts and practice exam papers*

♪ Level 8 Theory and all Harmony, Counterpoint and History Courses

- 13 weeks 45 minutes/Semi-Private \$405/course
 - 13 weeks 45 minutes/Group \$305/course
- *Tuition includes fee for required texts and practice exam papers*

Payment Method: You will be billed monthly via email for private lessons. Group/Semi-Private lessons must be paid in full at the first lesson. Payments can be made by cash, cheque or e-transfer. Cheques are made payable to Joyce Hein.

NSF Cheques: In the case of a returned cheque, you will be charged a \$25 handling fee.

Registration Fee: A non-refundable Registration Fee (deposit for books and materials) of \$40 is required at the time of registration, for each person. This will secure a spot for you or your child. If materials are more than \$40 you will be invoiced for the remainder amount by the first lesson.

INSTRUMENTS & MATERIALS

All students are required to have their own instrument at home for daily practice. Piano students are required to have a regularly tuned acoustic piano. For the early years, a touch sensitive 88 key digital piano with foot pedals is acceptable. Flute students are required to have a quality flute in good working condition. An affordable option would be to rent a flute from the local music store if you are not ready to purchase one. Flute students must also have an adjustable stand, a cleaning rod and soft cloth. After two years of study, flute students are required to purchase a tuner. All students will need a metronome. You can purchase one at the local music store, or there are many apps or downloadable metronomes online.

CALENDAR

The Calendar Year is based on 34 weekly lessons. Students will also receive two recitals. Recital dates are December 8th and June 1st.

Private Lessons are available on Monday's only and will commence September 17th and end May 27th.

Holidays are as follows:

- Thanksgiving Day – October 8th
- Remembrance Day (observance) – November 12th
- Christmas Break – December 17th – January 6th
- Family Day – February 18th
- Spring Break from March 11th – 31st
- Easter Monday – April 22nd
- Victoria Day – May 20th

PRACTICE EXPECTATIONS

I am pleased to provide practice incentives to motivate, encourage and celebrate! Students are expected to be prepared for each lesson, with progress on all parts of the weekly assignment. Please ensure that you/your child will be routinely committed to practicing a minimum of 5 days per week. Practice time will vary throughout the year (depending on goals, festivals and exams) and vary with each student. Most children can achieve positive results by following the guideline below.

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|-------------|---------------------|
| • Preschool | 10 minutes daily |
| • Ages 6-8 | 20 minutes daily |
| • Ages 9-12 | 30 minutes daily |
| • Ages 13+ | 45-60 minutes daily |

STUDIO ETIQUETTE

Students are expected to arrive on time, with their books, each week. Students are welcome to come in without knocking, but please take care to not let the cats in and place your shoes and boots on the mat provided. Coats should be hung in the studio. Students may wait quietly in a chair in the studio for their lesson. Please remind your children to develop the habit of clipping nails and washing hands before lesson time. *Online Students* I will call you via FaceTime or Skype as soon as I am finished with my previous student. Please have all of your materials available and ready to go so we can start as soon as we've connected.

MISSED LESSONS

My preference is to maintain consistent instruction with your children to keep progress and motivation on track. However, I run my studio at full capacity so if a lesson is cancelled, rescheduling is not generally a possibility.

Rescheduling: Rescheduling can only take place in the event another student cancels.

Written Notice for Cancellations: A parent/guardian should give written notice by email if a lesson is going to be cancelled. Please do not pass this task onto your children during valuable lesson time. The more advance notice you give, the more you are helping other families find rescheduling solutions. As a guide: vacations should receive 3-4 weeks notice; sports, appointments and special events 1-2 weeks; illness 1-3 days. In the event of illness, please remember my teaching day begins at 3pm – I must receive your cancellation before 2:30p, or your lesson is forfeited.

Storm Days: If school is cancelled for a storm day, you may assume that lessons will take place as usual since the roads are generally clear by afternoon. Please use your own judgment and call or email if you feel uncomfortable with transportation. I make every effort to open up as many rescheduling options as possible when there are snow days. I also offer lessons via Skype or FaceTime for snow days.

Holidays: The studio closes during all Holidays. Holidays are unpaid therefore rescheduling is not offered. If you wish to take a holiday outside of the holidays listed under *Calendar* please provide me with one weeks notice and you will not be billed for the missed lesson.

Illness: I very rarely take a sick day, and appreciate your consideration in helping me maintain a healthy studio. Please keep your children home if they are contagious with a flu or virus.

Please be assured that your tuition is always working for you/your child as I spend a great deal of time outside of lessons choosing repertoire, planning, strategizing, attending competitions, etc.

TERMINATING LESSONS

1. I reserve the right to dismiss a student from my studio based on lack of interest or practice, or numerous missed lessons.
2. If a situation arises in which a family must discontinue lessons mid-year, I require one months paid notice. When you register for lessons you are making a one-year commitment, September to June.
3. All students stop taking lessons at some point. I would love to make this a positive ending for each student. Ideally, this decision is made thoughtfully, with discussion, between the student, teacher and parents.

STAYING IN TOUCH

The best way to contact me is by email or telephone. I do not take calls while I am teaching or on weekends. I send out newsletters by email, so please make sure that I have a current email address for your family.