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Dear Parent/Caregiver,

Welcome to Rainy River Music Academy! We are so excited to have your child join our music program this year. Music is a powerful way for students to grow creatively, build confidence, and develop discipline, and we're honoured to be part of your child's musical journey.

Our goal is to create a positive, supportive, and inspiring learning environment where students feel encouraged to explore their musical abilities and express themselves. Through lessons, practice, and performance opportunities, students will gain technical skills, musical understanding, and a lifelong appreciation for music.

Your support plays a huge role in your child's success. Encouraging regular practice, attending lessons and performances, and showing interest in what your child is learning makes a big difference in your child's progress.

As we prepare to embark upon this journey together, please review our school policies and keep them handy for future reference.

We look forward to working with you and your family!

Yours in music,

*Lindsay Logsdon*

Lindsay Logsdon  
Director  
Rainy River Music Academy



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## Attendance, Billing, and Studio Policies

### Registration

- There is a one-time, non-refundable \$15 registration fee for all new students.
- **For new students:** A deposit of your first month's lesson payment is required upon registration to reserve your lesson time. The deposit will be credited toward your first month's invoice and is non-refundable if you withdraw from lessons before that time.
- **At the end of each academic year (June):** Current students will have the option of continuing their lessons into the upcoming academic year (September - June). You may keep your current lesson time or change to another available time slot. To secure your spot for the new academic year, a deposit of your September lesson payment is required by the registration deadline. The deposit will be credited toward your September invoice and is non-refundable if you withdraw from lessons before that time.
- The **lesson time** you select upon registration is reserved for you throughout the entire academic year (September - June). You may request to change your lesson to a different day or time during the academic year; however, alternate times are subject to availability and cannot be guaranteed. If you do change your lesson to a different day or time, the new slot will become your permanent recurring lesson time.

### Billing

- **Payment is due on the 1st of each month**, by cheque or e-transfer. Students are billed for all lessons that fall on their regularly scheduled lesson day during that month.
- **Monthly billing includes all scheduled lessons**, regardless of student absences, whether planned or unplanned.
- **Lessons cancelled due to school closures, teacher illness, or holidays** (as communicated in advance) will **not** be charged.
- **Late payments** (two weeks or more past due) will incur a \$40 late fee, and the student will not be permitted to participate in further lessons until the outstanding balance is paid in full.

## **Academic Year, Summer, and Holiday Breaks**

- In general, the studio operates on an academic year schedule, with lessons starting in September and ending in June. The year is divided into two semesters: Fall and Spring. However, **new students are welcome to join at any time throughout the year, subject to availability.**
- The school is typically closed for statutory holidays. All students will receive notification of holiday closures. We do **not** take breaks for PA days.
- Summer lessons are available in July and August, depending on availability, and are subject to more flexible scheduling policies.

## **Student Attendance, Absence, and Make-up Lessons**

Your scheduled lesson time is reserved exclusively for you. Lesson fees cover not only your lesson, but also preparation time outside of class. For this reason, it is not possible to reserve additional time for make-up lessons beyond what is outlined below.

- A **make-up lesson** is a request to reschedule a lesson to a different date or time other than your regularly scheduled (weekly) slot.
- Students are permitted **one (1) make-up lesson per semester.**
- Every effort will be made to schedule a make-up lesson, however, make-up lessons are subject to availability within the teacher's schedule.
- The make-up lesson must be completed **within the same semester** as the missed lesson and cannot be carried into holiday breaks or future semesters.
- Make-up lessons cannot be rescheduled. **If a student is unable to attend the agreed-upon make-up lesson time, the lesson will be considered forfeited.**
- Any missed or cancelled lessons beyond the one permitted make-up will **be billed in full** and are not eligible for rescheduling or refund.
- Withdrawing from our program results in forfeiting any outstanding make-up lessons.
- Exceptions may be made in the event of serious, prolonged illness or injury, or for compassionate reasons.

## **Lesson Withdrawal**

Students who wish to withdraw from the school must provide two weeks' written notice prior to their final lesson.

## **Teacher Absence**

Our teachers are dedicated to our students, and we respect students' time and weekly lessons. If a teacher needs to cancel a lesson, a make-up lesson will be arranged within the same semester. If a make-up cannot be scheduled, the missed lesson will be credited or refunded.

## **Weather-Related Cancellations**

Regularly scheduled lessons continue during severe weather unless notice of cancellation is provided. If a lesson is cancelled due to weather-related conditions, parents/caregivers will be notified by email and a credit will be given for the missed lesson.

## **Illness**

- In the event of illness, please contact the school by phone or text as soon as possible to notify us that your child will be absent.
- If a student is feeling unwell but is still able to play their instrument, please contact the teacher to arrange a virtual lesson.

## **Late Arrival**

Students who arrive late will only receive instruction until the end of their regularly scheduled time. Lesson time will not be extended to compensate for lateness.

## **Lesson Recording**

Students are permitted to record their lessons for personal practice purposes only. These recordings are solely for individual use and are not to be shared on social media, public platforms, or with others.

## **Exams, Festivals, Competitions, and Auditions**

- Students are encouraged to consult with their teacher before registering for exams, festivals, competitions, or auditions. This allows time to discuss goals, review materials and rules, and ensure the student is well-prepared for the event. While our teachers work diligently to prepare students, outcomes cannot be guaranteed.
- Please note that students participating in exams, festivals, competitions, or auditions may require additional lesson time and rehearsals with their accompanist in addition to their regularly scheduled lessons. Students are kindly asked to discuss these additional requirements in advance.

## **Lesson Materials**

- Students are responsible for providing their own instrument (either rented or purchased) for lessons. Students are also responsible for purchasing all music and books needed for lessons.
- Students are responsible for bringing all materials to each class. Teachers cannot guarantee extra materials for student use.

## **Student Expectation**

We are committed to supporting each student's unique learning journey. In return, students are expected to demonstrate dedication and professionalism in their musical studies. All students enrolled in private lessons are expected to maintain a daily practice routine outside of class. As students advance, the amount of practice time required to succeed increases.

## **Studio Etiquette**

- If the lesson room door is closed, students arriving early are kindly asked to wait in the common room. If the door is open, students are welcome to come in and begin their lesson early.
- Parents in our Suzuki program are expected to attend lessons and take notes in order to assist students at home. Please help maintain a quiet, distraction-free environment.
- Siblings may attend a student's lesson if accompanied by a parent or guardian and are asked to remain quiet throughout.
- Students are expected to treat the studio space and teaching materials with respect.
- Disruptive behaviour, aggressive communication, or inappropriate conduct by students, parents, or guardians will not be tolerated and may result in the termination of lessons.

## **Duty of Care**

Parents or legal guardians are responsible for students under the age of 18 while they are attending lessons or participating in activities on the school premises or at performance or event locations. Rainy River Music Academy is not responsible for students who arrive early or remain at the school or event location after their scheduled lessons, activities, or events have concluded.

## **Personal Property**

Rainy River Music Academy does not assume responsibility for personal property (including but not limited to clothing, cameras, cell phones, purses, wallets, instruments, and other valuables) that is lost, damaged, or left unattended on the school premises or at performance or event locations.

## **Release of Liability**

While the risk is low, participating in music lessons, practising, and performing may carry some risk of physical strain or injury. We are committed to providing a safe and supportive learning environment. In consideration of participation in studio activities, the following terms apply:

- You confirm that you (or your child/dependent) are in good health and suitable physical condition to participate in all studio activities.
- You voluntarily assume all risks associated with participation in school activities, including minor physical strain or discomfort, and agree that it is your responsibility to assess your (or your child's/dependent's) readiness.
- You agree to release and hold harmless Rainy River Music Academy and our staff from any claims, demands, or actions arising from participation in studio activities, except in cases of gross negligence or willful misconduct.
- This release applies to all school activities, including private and group lessons, masterclasses, recitals, and workshops.

### **Acknowledgement of Studio Policies**

By enrolling at Rainy River Music Academy, you acknowledge that you have read, understood, and voluntarily agree to the terms above, including the Release of Liability. For students under 18, this agreement must be acknowledged by a parent or legal guardian on their behalf.