

THE LANE SCHOOL OF MUSIC POLICIES 2021-2022

CONTACTING YOUR TEACHER

While typically the best communication happens in person, we are happy to provide families with direct contact with their teacher(s) while they are at home. Please see the insert in the front of the student binder for specific teacher contact information. Teachers do their best to reply promptly but sometimes there may be a slight delay. Please note that questions requiring longer answers may be answered in person rather than by email.

CANCELLED LESSONS AND MAKE-UP LESSONS

- LESSONS MUST BE CANCELLED BY CONTACTING THE TEACHER DIRECTLY. Please contact your teacher using the contact information provided by your teacher
- Any cancellations made via the general administration email address will not be guaranteed a make up lesson where applicable.
- Students registered for summer 2021 (July- August) are eligible for 1 make up lesson over the course of the 2-month term, providing 24 hours notice of cancellation is given to the teacher.
- Students registered for September 2021- June 2022 are eligible for 3 make up lessons over the course of the 10 month term, providing 24 hours notice of cancellation is given to the teacher.
- Students registered for January 2022 June 2022 are eligible for 2 make up lessons, providing 24 hours notice of cancellation is given to the teacher.
- Students registered for as of March 2022- June 2022 are eligible for 1 make up lesson, providing 24 hours notice of cancellation is given to the teacher
- Students registered for the full 12 months are eligible for 1 make up lesson in the Summer (July - August 2021) and 3 make up lessons during the school year (Sept 2021- June 2022). Summer make up lessons must occur before Sept 1, 2021.
- Private lessons cancelled with less than 24 hours advance notice will not be made up by the teacher and will be considered forfeited. Refunds will not be issued for such lessons.
- Any lesson or class cancelled by The Lane School Of Music because of inclement weather will be made up without penalty to the student.
- Missed make-up lessons are not subject to another make-up lesson.
- Any lesson or class cancelled by the teacher will be made up without penalty to the student.
- Private lessons cancelled by the student after May 31, 2022 are not guaranteed a make-up.
- Make-up lessons that are not completed by June 30, 2022 are considered forfeited.
- Group Lessons missed by students will not be made up.
- In the event that make-up lessons are difficult to schedule in person, the teacher reserves the right to deliver the make up lesson online rather than in person.
- Make up lessons may be delivered by a teacher other than the student's principal teacher.

ONLINE LESSONS

In the event that in-person lessons are not feasible due to pandemics or any other reason, UBMS reserves the right to move lessons to an online platform to ensure the health and safety of the teachers, students, their families, and the administrative team.

LATENESS

If a student is more than 15 minutes late, the teacher is no longer obliged to wait and may leave for a break or head home early (and the lesson is forfeited). However, if notice is given directly to the teacher via phone/text or email that lateness is to be expected, a teacher will wait as long as needed. Note that the teacher cannot extend the lesson past the agreed upon weekly timeframe.

SNOW DAYS / INCLEMENT WEATHER

On the occasion where it is deemed unsafe to hold in-person lessons (as determined by The Lane School Of Music), students will be contacted by email and all missed classes will be re-scheduled. As this is highly inconvenient, such action is only taken on the most severe of weather (some snow or heavy rain will rarely cause class cancellations).

HOLIDAYS

Please refer to the calendar in the student binders for holidays (also available at www.laneschoolofmusic.com/calendar). We follow the TDSB school calendar for Winter Break and March Break. On holiday Mondays, we are still open as usual and lessons are as scheduled. On long weekends, private lessons will take place as usual but group classes will not.

PHOTOGRAPHING/VIDEOTAPING OF UBMS STUDENTS The Lane School Of Music occasionally videotapes and photographs our students. This material is used for our website, social media, newsletter and print marketing materials. By enrolling at UBMS, you automatically consent to the above. If you do not consent to the above, an email to our administrator must be received (hello@laneschoolofmusic.com).

SUPPLY TEACHERS

The Lane School Of Music reserves the right to provide a supply teacher while a regular teacher is ill or away. Teachers at our school work hard to minimize such absences. When one cannot be avoided, a supply teacher may be provided as approved by the Director. Experience has shown that occasional exposure to a different teacher is often beneficial to a child. When a supply teacher cannot be found in time students will be contacted by email and will have their lessons cancelled and re-scheduled (and this will NOT count towards a student's allowed make-up lessons).

DISCONTINUING LESSONS

Our philosophy at The Lane School Of 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 find another suitable teacher if perhaps the teacher/ student dynamic is not a good fit. Third, trying another instrument may be suggested as an alternative to ending music lessons completely. Finally, if a solution cannot be

found, applicable tuition payments will be balanced, and a cancellation fee of \$100 will be charged for students who discontinue lessons.

Summer 2021 lessons are non-refundable after registration has been processed and are online only.

The Lane School Of Music works closely with teachers and 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 will foster a life-long love of music.

TERMINATION OF ENROLLMENT

The Lane School Of Music reserves the right to immediately cancel the enrollment of any student / family for reasons of disruptive behaviour, aggressive communication, inappropriate conduct by student and/or parent, frequent absences, repeated late payments, or other reasons at the sole discretion of The Lane School Of Music. In such rare cases, remaining tuition (if applicable) will be refunded and an administrative fee of \$100 would apply.

PERSONAL PROPERTY

The Lane School Of Music does not assume any responsibility for personal property (including, but not limited to clothing, cameras, cell phones, purses, wallets, vehicle etc) lost, damaged, or left unattended on school premises, in common areas, or the parking lot behind the building.

Enrolment in lessons at The Lane School Of Music assumes compliance with these policies.