



Willowdale School of Music School Policies July 2024 - June 2025

We're so glad you are part of the music-making community at WSM and that you have chosen WSM for your family's musical adventure! Please take a moment to read over our policies below. Enrollment at WSM assumes compliance with these policies.

SCHEDULE

It is our philosophy at WSM that all students should love their music lessons. We enjoy what we are good at, which is why we require a full year commitment to lessons, as achieving excellence in music takes time! It is our desire to see every student complete the full year of lessons to which they have committed to upon registering, and we will work with you to make sure that it is a rewarding and enjoyable experience.

Willowdale School of Music runs under 2 terms: Summer Term (July-Aug) and School Year Term (Sept-June). Our School Year Term has 38 billable lessons, from September - June. During the School Year Term, you will be assigned a set day/time with your teacher.

CANCELLATION POLICY

- ALL LESSONS MUST BE CANCELLED BY CONTACTING YOUR TEACHER DIRECTLY. Please use the teacher's contact information that is provided upon confirmation of registration.
- Any cancellations made via the general administration email address or school phone number will not be guaranteed a makeup lesson where applicable.
- Make-up lessons will be made up at mutually agreeable times between teacher and student. Teachers will make themselves available for make-up lessons on a regular basis and will do their best to accommodate make-up lessons as soon as possible, as their schedule allows.
- Students are eligible for a limited number of makeup lessons over the course of their registered session, provided that 24-hours of advance notice of cancellation is given to the teacher. Makeup lessons must occur prior to the end of the current session and will not be carried over into future sessions:
 - Summer 2024 (July - August): **1** make-up lesson over the course of the 2-month term
 - School Year 2024-25 (Sept 2024 - June 2025): **3** make-up lessons over the course of the 10-month session

- Winter - Spring 2025 (January - June): **2** make-up lessons over the course of the 6-month term
- Spring 2025 (March - June): **1** make-up lesson over the course of the 3-month term
- **Please Note:** Lessons cancelled by the student in excess of the set number of make-up lessons per registration period will not be made up by the teacher. This includes family vacations, holidays, trips, etc. Refunds will not be issued for such cancellations, nor will lesson payments be paused while the student is away from lessons.
- Private lessons cancelled with less than 24-hours advance notice will not be made up by the teacher and are considered forfeited. Refunds will not be issued for such lessons.
- Any lessons cancelled due to weather by Willowdale School of Music will be made up without penalty to the student (please see **Snow Days/Inclement Weather** below).
- Missed or cancelled make-up lessons cannot be made up at another time.
- Lessons and classes that are cancelled by the teacher will be made up without penalty to the student.
- Lessons cancelled by the student after May 31st, 2025 are not guaranteed to be made up.
- Make-up lessons not completed by June 30th, 2025 are considered forfeited by the student. Refunds will not be issued in such cases.
- Missed group lessons cannot be made up.
- Make-up lessons may be delivered by a teacher other than the student's regular teacher.

ONLINE LESSONS

Students who register for Online lessons are committing to the online lesson format for the duration of the session. Similarly, students who register for In-Person lessons are committing to the in-person lesson format for the duration of the session. Hybrid lesson options (i.e. a combination of in-person and online lessons) are not available.

The exceptions to this rule are:

- a) If lessons are cancelled due to inclement weather, as outlined above
- b) If the student is sick (see COVID-19, Cold & Flu policy) and cannot attend their lesson in-person
- c) If WSM decides that in-person lessons are not feasible due to pandemic or other reason.
- d) If the government requires WSM to close for in-person lessons due to pandemic or any other reason.
- e) If all in-person options have been exhausted in scheduling make-up lessons.

In these cases, WSM will move all lessons online to ensure the health and safety of the teachers, students and their families.

In the event that in-person lessons are not feasible due to pandemics or any other reason,

WSM reserves the right to move lessons to an online platform, to ensure the health and safety of the teachers, students and their families and the administrative team.

PAYMENT POLICIES

To secure your lesson day and time during Pre-Registration, you will be charged a non-refundable tuition deposit out of your overall tuition amount (see the [24/25 Tuition Fees webpage](#)). Students who pre-register during our pre-registration period will not be charged the \$99 Family Registration fee.

Upon registration, new students will be charged a non-refundable \$99 Family Registration fee, charged once per family.

After the deposit is charged to hold your spot, the remainder of your tuition will be split into equal payments to be charged on the first of the month for each month during your selected session. If a monthly instalment cannot be processed for any reason, you will receive email and phone notification of the failed transaction. Payment in full will be required within 10 days of the failed transaction. If payment is not received within this period, you will be charged a \$40 late fee and the student will not be permitted to attend lessons or group classes until the payment is received.

Parents/students are responsible for ensuring that their payment information remains current. You can update your payment information here:
<https://www.willowdaleschoolofmusic.com/add-payment>

LATENESS

If the student is more than 15 minutes late with no notice, the teacher is no longer required to wait and may leave the space, and the lesson is forfeited by the student. However, if notice is given directly to the teacher via phone/text/email that lateness is to be expected, the teacher will wait as long as needed. Please note that the teacher cannot extend the lesson time past the agreed upon weekly timeframe.

COVID-19, COLD & FLU

Students must let teachers know with at least 24 hours' notice that they need to cancel their lessons. Students should not attend their lesson if they are sick enough to have to stay home from school. In the case of COVID-19, cold & flu, students can:

1. Do an online lesson at their normal time.
2. Skip the lesson and forfeit it.

Please ensure you have your teacher's contact information on hand in case of last minute cancellations. Parents & students must get in touch with their teacher directly for all lesson cancellations.

Please see our complete COVID-19 Policies here:

<https://www.willowdaleschoolofmusic.com/covidpolicies>

DUTY OF CARE

Parents/legal guardians are responsible for students under the age of 18 who are attending lessons and classes at Willowdale School of Music. Willowdale School of Music is not responsible for students who remain in the WSM building after the conclusion of their scheduled lesson or class.

SNOW DAYS / INCLEMENT WEATHER

On occasions where the weather is deemed unsafe to hold lessons (as determined by Willowdale School of Music), students will be contacted via email by the WSM Administrative Team and all cancelled lessons and classes will be rescheduled. These do not count towards a student's make-up lesson total. Since this is highly inconvenient, such action is taken only on the most severe weather. Some snow, freezing rain, sleet or heavy rain will rarely cause lesson and class cancellation.

HOLIDAYS

Please refer to the WSM calendar for holidays (available at:

<https://www.willowdaleschoolofmusic.com/calendar>). WSM follows the TDSB calendar for Winter Break and March Break. On holiday Mondays, the school remains open and lessons are held as usual. On long weekends, private lessons and ECM classes still run but group classes do not.

PHOTOGRAPHING/VIDEOTAPING OF WSM STUDENTS

Willowdale 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 WSM, you automatically consent to the above. If you do not consent to the above, an email to our administrator must be received (contact@willowdaleschoolofmusic.com).

CONTACTING YOUR TEACHER

While the best communication usually happens in person, we are happy to provide our students with their teacher's emails, to get in touch directly. Teachers do their best to reply in a timely manner, but there might be a slight delay as our teachers have busy schedules outside WSM. Please note that longer questions may be answered in person rather than by email.

SUBSTITUTE TEACHERS

Willowdale School of Music reserves the right to provide a substitute teacher when the regular teacher is away or ill. Teachers at our school work hard to minimise such absences. If absence is inevitable, a substitute teacher will be provided upon approval by the Director. In our

experience, occasional exposure to a different teacher can be beneficial to a child. When a substitute teacher cannot be found in time, the students will be emailed and their lessons rescheduled (this will NOT count towards a student's 3 makeup lessons).

CHANGING LESSON DAY OR TIME

In the event that a student needs to change their lesson day or time permanently, the Office Administrator must be contacted, and Willowdale School of Music is happy to accommodate the requested changes as the schedule allows. Since this usually requires juggling two teachers' schedules, 2-weeks notice is required to complete the schedule change.

DISCONTINUING LESSONS

It is our philosophy at Willowdale School of Music that all students should love their music lessons. We often love what we are good at, which is why we require a full year commitment to lessons as achieving excellence in music takes time! For this reason, it is our desire to see every student complete the full year of lessons to which they have committed to upon registering. As such, if a student wishes to discontinue their lessons, our first action is to work with the teacher to make at home practice and lessons more enjoyable and stimulating. Our second action would be to find another suitable teacher if perhaps the student/teacher dynamic is not a good fit. Third, trying another instrument may be a suitable course of action as an alternative to discontinuing lessons completely. Finally, if a solution cannot be found, the student will be permitted to discontinue lessons with 2-weeks' notice, applicable tuition payments will be balanced, and a cancellation fee will be charged to students who discontinue lessons or classes as follows:

- Private Lessons: \$100 cancellation fee
- Group Classes: \$49 cancellation fee

Willowdale School of Music is committed to working closely with its students to ensure that every student is treated fairly. Situations such as injury, relocation, etc. are considered case-by-case, and in every situation our objective is that the student will have access to music lessons they enjoy, that will foster a lifelong love for music.

Please note: Summer 2024 lessons are non-refundable after the registration has been processed.

TERMINATION OF ENROLLMENT

Willowdale School of Music reserves the right to discontinue the enrollment of any student or family in the event of disruptive and/or aggressive communication and behaviour, inappropriate conduct by student and/or parent, frequent absences, repeated late payments and any other reasons at the sole discretion of Willowdale School of Music. In such situations, remaining tuition (if applicable) will be refunded and a \$100 administrative fee will apply.

PERSONAL PROPERTY

Willowdale School of Music does not assume responsibility for any personal property (including, but not limited to: clothing, cell phones, purses, wallets, etc) lost, damaged or left unattended on school premises, public areas or the parking lot.

Enrollment in lessons at Willowdale School of Music assumes compliance with these policies. Thank you for your continued cooperation!