

## SCHOOL POLICIES

### 1. Definitions

- (a) **School** means the Chelsi Madonna School of Music.
- (b) **Music Education** means all services provided to Students by the School. This includes, but is not limited to vocal and other lessons, facilitation of group classes and organization and direction of Performances.
- (c) **Student** means any person who is engaged in a contract for services with the School for the provision of Music Education.
- (d) **Performance** means a display provided to any audience where Students showcase what they are learning at the School.
- (e) **Semester** The School enrolls Students in Music Education on a Semester basis. Start and end dates will vary, annually, but generally, Semesters are as follows:
  - i. **September- December**
  - ii. **January- April**
  - iii. **May- August**

### 2. Accessibility

The School is committed to accessibility across all of its activities and aspires to provide barrier free services to all Students. A Student requesting any accommodation should provide their request in writing as early as possible to permit the School to best respond to the request to the point of undue hardship.

### 3. Privacy

- a. **General-** A Student's personal information will only be collected by the School as necessary to enable Music Education. All collected personal information will be safeguarded by the School and will not be shared with outside organizations for any purpose without express permission.
- b. **Performance exception-** Students are presumed to grant permission for their image and sound to be shared by the School when these are collected in the course of Performance. Audio, image and video capture of Student Performance may be used for School promotional purposes, including on social media unless a contrary intention is expressed by the Student to the School in writing.

#### 4. Payment

- a. **Semesters** – enrolment in Music Education is Semester based, and payment for Music Education will be calculated and invoiced to Students by Semester at the rates that are stipulated on the School website. Options for payment include:
  - i. **Semester payment** – This is the default approach to payment. Students who pay on a semester basis receive a 15% discount for Music Education.
  - ii. **Monthly payment**- Students may request to pay the School on a monthly basis. Requests shall be in writing. Students who pay monthly pay full price for Music Education and are contractually committed to the School for Music Education over the term of their enrolled Semester.
  - iii. **Weekly payment**- Students may request to pay the School on a weekly basis. Requests shall be in writing. Students who pay on a weekly basis pay full price for Music Education and are contractually committed to the School for Music Education over the term of their enrolled Semester.
- b. **Refunds**- Except as set out in this Policy, refunds will not be provided for Students who are enrolled on a Semester basis and who miss lessons. In exceptional circumstances, refund requests may be considered by the School. Requests for refunds based on exceptional circumstances should be made in writing.

#### 5. Cancellations

- a. **Weather**- If lessons are cancelled by the School due to inclement weather, no refund will be provided. The Student will be entitled to a make-up lesson credit. The School will make reasonable efforts to provide the Student with a make-up lesson. Make-up lesson credits expire at the conclusion of the Semester.

No make up lessons will be scheduled due to inclement weather if the weather does not lead to a School closure.

- b. **Teacher**-
  - i. **More than 24 hours notice**

If a teacher cancels an individual or group lesson with 24 hours notice or more to the Student, no refund will be provided, but the Student will be entitled to

a make up lesson credit. The School will make reasonable efforts to schedule the Student with a make-up lesson. Make-up lesson credits expire at the conclusion of the Semester.

**ii. Less than 24 hours notice**

*Individual lessons-* If a teacher cancels an individual lesson with less than 24 hours notice to the Student, the Student will be entitled to a make-up lesson credit. The School will make reasonable efforts to provide the Student with a make-up lesson. Make up lesson credits will expire at the conclusion of the Semester.

*Group lessons-* If a teacher cancels a group lesson with less than 24 hours notice to the group, the School will make reasonable efforts to provide the group with a make up lesson before the conclusion of the Semester.

**c. Student**

**i. More than 24 hours notice**

*Individual lessons-* If a Student cancels an individual lesson with 24 hours notice or more to the School, the Student will be entitled to a make-up lesson credit. The School will make reasonable efforts to provide the Student with a make-up lesson. Make- up lesson credits expire at the conclusion of the Semester.

*Group lessons-* If a Student does not attend a group lesson with 24 hours notice or more to the School, the Student forfeits the group lesson.

**ii. Less than 24 hours notice**

If a Student cancels an individual or a group lesson with less than 24 hours notice to the School, the Student forfeits their lesson.

**6. Scheduled School Closures-** The School observes all provincial holidays set out in the Nova Scotia *Labour Standards Code* as well as the holiday associated with the National Day of Truth and Reconciliation (September 30). The School will also be closed from December 23 through January 1. Lessons will not be scheduled during these periods of scheduled closure.