



Renaissance School of Music

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Policy & Procedures Fall/Winter 2010

September 7, 2010 – June 25, 2011

Lesson Payment

All lessons must be pre-paid at the time of registration. Students will not be registered into a time slot until payment is received with completed registration form.

Lump-sum payment may be made by cash, cheque, VISA, MasterCard, or American Express. Monthly payments must be in the form of post-dated cheques (dated to the first of the month and submitted at time of registration), automatic credit card billing or direct withdrawal. There is a \$10 non-refundable registration fee charged when signing up for lessons.

All account holders at Renaissance are required to have a credit card on file with the School of Music. This credit card number will only be charged if the regular month's payment has not been received within 30 days. Overdue payment may be subject to a late fee.

Student Absences

When a student signs up for lessons, they are reserving a specific timeslot and teacher for the semester therefore lessons missed due to student absences will not be re-scheduled or credited.

Teacher Absences

In the event of a teacher absence, every effort will be made to inform the student as early as possible. Please provide the School of Music with your daytime and evening contact numbers, so that we can reach you in case of a last-minute cancellation. If your teacher is unable to make up the missed lesson, you will receive a credit at the end of the semester.

Duration of Lessons & Tardiness

Each half-hour lesson allows for the exchange of pleasantries and turnaround time for the teacher. We guarantee students twenty-five minutes of dedicated instruction per half hour lesson. Students who arrive late for a lesson cannot be given their full lesson time and teachers will only wait for one third of the lesson before they are free to move on to another lesson or leave the premises.

Discontinuing Lessons

To stop your lessons before the end of the term, you must notify the Coordinator of the School of Music. Non-attendance at lessons does not constitute withdrawal, and informing your teacher is not considered sufficient notice. There will be a three (3)-lesson penalty fee charged for leaving the term early, but the remaining lessons will be refunded, in the form of either an account credit or a cheque. Students may opt to take the three lessons once they notify the School of their intention to discontinue lessons, in lieu of the penalty fee.

Refunds & Credits

Any refunds or credits owed will be issued at the end of the lesson term. This is to ensure that teachers have ample time to provide make-up lessons. Refunds or credits can be carried over from one term to the next.

Safety & Supervision

The Renaissance School of Music cannot provide supervision for students left alone before or after their lessons. Parents are encouraged to wait for their children and/or attend the lessons. Out of respect for the teachers and students, please discourage your children from running or making excessive noise in the hallways or waiting area.

Leaves of Absence

In cases of emergency or serious illness, you may request a formal leave of absence from the school. Please speak to the Coordinator of the school if you feel that your situation may require a temporary suspension of lessons.

Scheduled Holidays & Breaks

The official calendar for the School of Music is included on the reverse side of this document. Please post it in your home for reference. Note that the School of Music calendar does NOT necessarily follow the regular school board calendar.

Delinquent Accounts

The Renaissance School of Music reserves the right to suspend or discontinue a student's lessons at any time for nonpayment of fees, poor attendance or disruptive behaviour.

Lesson Materials

Students are responsible for the purchase of all books and materials required by their teacher. Please wait until the first lesson before purchasing materials, as teachers' book preferences vary. We are happy to offer students a 5% discount on all books and sheet music.

Raising Your Concerns

We pride ourselves on our hands-on management style. Please feel free to contact the School management at any time regarding any concerns or opinions you may have. We value your input and suggestions.

School Director – Clare Williams

RSM

2010-2011 School Calendar

September 2010						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October 2010						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2010						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December 2010						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

January 2011						
Su	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2011						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March 2011						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April 2011						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2011						
Su	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June 2011						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



School Closed/ Holidays