

## Chorus Music Academy Inc.

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## TERMS & POLICIES

Chorus Music Academy Inc. ("we", "us", "school" or "Chorus") provides in-class and online educational services including, instrumental, vocal, theory, song writing, coding, robotics and more. Other services include recording, original music production, recitals, camps, exams and competition preparation.

**REGISTRATION:** Students must be registered for programs and events through the school's portal.

**TUITION:** Tuition is payable in advance on an annual, bi-annual or monthly basis. Customers paying on a monthly basis will be required to provide a credit card number when registering on the portal, or post-dated cheques in advance for the full term. Monthly payment is charged through PayPal at the end of each month for the following 4 weeks of lessons. It is your responsibility to promptly update your account information in case of changes including billing address, contact information, and credit card particulars.

**STOPPING LESSONS:** We require a minimum of 2 weeks advance notice if stopping lessons. There is no refund for the current month of lessons if the cancellation notice is received after the monthly payment is processed. There is no refund for unused make up lessons.

### **CANCELLATION & MAKE-UP LESSON POLICY FOR PRIVATE LESSONS: PLEASE REVIEW CAREFULLY**

**Our make-up lesson policy has been designed to ensure that students and staff do not lose out on scheduled lessons/work hours due to cancellations. Resources are planned in advance based on the students' weekly schedule, therefore, making up last minute cancellations is not possible.**

- **Cancellations eligible for a make-up:** A maximum of **4** lessons cancelled by 7pm the night before the lesson each academic year will be made up. There is no refund or carry over of unused make-up lessons into the next academic year.
- **Same day cancellations and no shows:** Will not be made up or refunded.
- **Weather related closure:** In case of inclement weather, we send emails & update our voicemail and Instagram page by 1pm on weekdays and 8am on Saturdays. Lessons can be done online or re-scheduled to a different day.

**GROUP LESSONS:** We reserve the right to postpone the start date or cancel group classes due to insufficient enrollment. Students may have the option to move to a different group class based on availability. Missed lessons will have to be forfeited as the class must go on without the absent student. There will be one extra lesson scheduled during March break and one at the end of the school year to provide students an opportunity to make up missed time if possible.

**INSTRUCTOR UNAVAILABILITY:** In the event an instructor cancels, another qualified instructor will teach the lesson on-line or in-class. If a suitable instructor is unavailable, the lesson will be re-scheduled. We do not call to inform students if the regularly scheduled teacher is absent.

**GENERAL FACILITY POLICY:** Students, parents/guests must behave responsibly while on the premise and at offsite events that are sponsored or hosted by Chorus. Disruptive behavior causing damage to the facility or equipment is the financial responsibility of the student/parent. We reserve the right to expel students for non-payment of tuition or disruptive behavior without credit/refund.

**INTERNET USE:** Complimentary Wi-Fi, if available, is for personal and legal use only

**LIABILITY WAIVER:** Parents/guardians are responsible for the well-being and safety of their children at all times. This includes drop-off and pick-up of their children on the premises or at offsite events that are hosted or sponsored by Chorus. Parents/guardians are encouraged to join students in their respective class during lessons or wait in the reception area. Chorus Music Academy Inc., including its directors, officers, employees, and agents, shall not be liable for any injury, illness, allergic reaction, accident, death, loss, theft, damage or any other harm whatsoever which may be sustained by a student, parent, guardian, or guest at our facility, or at an offsite event hosted or sponsored by Chorus. You waive any claims, demands, and liabilities against Chorus arising from your participation in Chorus programs and events/activities, including participation by you and/or your child(ren) and guests.

**PHOTO AND VIDEO RELEASE POLICY:** By registering with Chorus, you grant Chorus permission to take photographs and audio/video recordings of you and/or your child(ren)'s participation ("Content") in Chorus programs/events/activities. You also grant Chorus permission to use, reuse, modify, publish, and republish the Content in any format or media, including print and online, for promotional purposes. Chorus will use the Content without compensation to you, your children and your guests. You waive any rights to prior inspection and approval of the Content and its use. You waive any claims, demands, and liabilities against Chorus for capturing and using the Content. To opt out of this term, please send an email to [customerservice@chorusmusic.ca](mailto:customerservice@chorusmusic.ca).

**DISPUTE RESOLUTION:** If a dispute arises out of and/or in connection with the terms and policies of this document, the parties agree to meet to pursue resolution through negotiation/mediation or other appropriate dispute resolution process before resorting to litigation.

**GOVERNED BY THE LAWS OF ONTARIO:** This agreement constitutes the entire understanding between the parties and supersedes all prior and other representations, understandings or agreements between them, written or oral, respecting the subject matter herein. This agreement may be amended only in writing, shall be read without regard to section headings, shall be governed by and constructed in accordance with the laws of Ontario.

**DURATION:** The terms and policies on this form are valid until replaced by a new registration form.

#### **POLICY AGREEMENT**

I certify that I am an adult student or the parent/guardian of the above listed student(s). I agree to receive e-mail information about Chorus programs, & services. I can withdraw my consent at any time. **I acknowledge that I have read, understood and agree to adhere to Chorus Music Academy Inc.'s School Policies contained in this document:**

#### **ONLINE LESSON POLICY**

- **Parent Supervision:** Parents/guardians MUST supervise a minor student for the entire duration of the class.
- **Online Platform:** Zoom or Google meet. Upon registration, a link with a login ID and password will be e-mailed to each student.
- **Equipment:** You will need an appropriate device such as a laptop, desktop or tablet with audio/video connectivity and a strong WIFI connection.
- **Program Space:** Have a presentable backdrop in a well-lit and quiet area.
- **Dress Code:** Students are required to dress in an attire that is deemed appropriate in the public school system.
- **Timeliness:** Students are requested to connect on time for their scheduled lessons.
- **Conduct:** Students are expected to behave responsibly during lessons. Consistent disruptive behavior could impact learning and progress.
- **Sharing Contact Details:** You authorize us to provide your personal information, such as your phone number and e-mail, to our teachers to conduct virtual lessons.
- **Quality Assurance:** We strive to maintain excellence in the quality of our lessons. To ensure online lessons are conducted as per the guidelines set out by the school, school administration may request to occasionally join an online session.

**EXAMINATIONS/COMPETITIONS/AUDITIONS:** Every effort is made to fully prepare students for examinations, competitions and auditions. However, we cannot control the results students achieve. Students/parents are encouraged to fully understand the requirements and expectations with their instructor, school administrator and/or organizers of competitions and auditions.

**ADDITIONAL COST:** Cost of books, examinations, concert and recital tickets is in addition to tuition

**GROUP LESSONS:** We reserve the right to postpone the start date or cancel group classes due to insufficient enrollment. Students may have the option to move to a different group.

#### **HEALTH AND SAFETY:**

- We do not allow foods containing NUTS, FISH & SHELLFISH in our facility. However, we are unable to monitor allergens being brought into the school. We ask parents to remain with their child(ren) in case of concerns with allergies/health.
- All students are required to wear clean/dry indoor shoes or socks to class during winter months.
- Students are asked not to bring non-lesson related valuables to class. We will not be responsible for lost or damaged items.
- Drum students are strongly encouraged to bring sound reducing headsets or ear buds to every class.

**PARKING:** Parking is available all around the building. However, all reserved parking spots are not available to us at any time including evenings and weekends.