



# KCMS POLICIES 2023/2024

Welcome to our Music community!

Please review the information below and keep it on file for future reference.

Please sign the Registration Form to indicate your acceptance of these KCMS policies.

## STUDENT REGISTRATION

A completed 2022/23 Registration Form and Registration Fees are due at the time of registration.

## REGISTRATION FEES – due at registration

Summer, Group Lessons, and Theory courses	\$20.00 Registration Fee - year round
Private Lessons for 1 student	\$50.00 Registration Fee (includes Summer <u>and</u> Sept to June fees)
Private Lessons for 2 or more family members	\$80.00 Registration Fee (includes Summer <u>and</u> Sept to June fees)

Note: Summer Registration Fees will be credited towards the Annual Registration Fee if lessons continue September to June.

Note: Registration Fees are pro-rated for new private lesson students on January 1<sup>st</sup> and April 1<sup>st</sup> each year.

Note: Registration Fees for all group and theory courses are non-refundable.

## LESSON FEES

- **PAYMENT IN FULL:** Cash, Cheque, Debit or e-transfer to [kelownacommunitymusicschool@shaw.ca](mailto:kelownacommunitymusicschool@shaw.ca).
  - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell or Robert Payne
- **MONTHLY PAYMENTS:** Post-dated cheques or e-transfers may be pro-rated into equal monthly payments, payable on the 1<sup>st</sup> or 15<sup>th</sup> of each month from your start date through to May 15<sup>th</sup>.
  - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell or Robert Payne.
  - All cheques should be delivered to the Office Administrator or our locked mailbox upstairs. **Please do not write a payment cheque for June.**
- Summer, Group and Theory fees with a total value above \$150.00 may be made in two equal payments.
- Summer, Group and Theory fees are non-refundable unless the program is discontinued by KCMS.

**WE ARE UNABLE TO ACCEPT CREDIT CARDS OR CREDIT DEBIT CARDS AT THIS TIME**

## OVERDUE ACCOUNTS/NSF CHEQUES

An NSF Fee will be charged at **\$25.00** per cheque. Re-payment must be made within 15 days of notification. **Lessons may be discontinued if accounts are not kept up-to-date.**

## WITHDRAWAL

**There is a 4-lesson withdrawal fee for all students.** Please submit a completed Withdrawal Form signed by the teacher and student/parent to the office. Students may continue to attend the last four lessons with their teacher’s approval. Refunds for withdrawals will not be processed after **April 15, 2023**; therefore, written notice must be received and accepted before **March 15, 2023**.

## DISCONTINUATION

Kelowna Community Music School reserves the right to discontinue the lessons of any student.

## **IN-PERSON AND ONLINE INSTRUCTION**

Instruction may occur in person and online, at the discretion of our instructors who have invested in proper equipment to provide excellent instruction. Online lessons will not extend beyond the scheduled time. Students must ensure their own internet connectivity and equipment is suitable to receive online instruction. **KCMS teachers are not obligated to supply make-up lessons or give lesson credits for technical issues originating with the student's equipment.**

## **ARRIVING FOR YOUR LESSON**

**Plan ahead to find parking.** The driveway and street within the municipal "NO PARKING" signs must be kept clear at all times.

**Allow** enough time to wash/sanitize your hands before your lesson. Where possible, use hand sanitizer to prevent line-ups at the sink. Your teacher will work with you to establish a protocol for their studio (e.g. how to keep your belongings safe in the common areas, instrument-safe hand sanitizing, standing/seating position, handling music stand, notetaking etc.)

**Wait at the green spot near your teacher's studio.** Your teacher will open the door when they are ready for you.

## **STUDENT ABSENCES and ILLNESS – notify teacher directly**

If you are sick, stay home. Your teacher may offer an online lesson if you are well enough. Anyone displaying symptoms of any illness will be asked to wash hands, wear a mask, call a guardian if needed, and go home.

**KCMS teachers are not obligated to supply make-up lessons, online lessons or provide lesson credits for student absences, including absence due to illness.**

## **TEACHER ABSENCES**

Teachers are required to remain at home if they are unwell. When a teacher is absent, a make-up lesson or account credit will be provided. Make-up lessons may be provided online or in-studio, at the discretion of the teacher. All scheduling is to be confirmed directly with the teacher. Account credits will be refunded or carried forward to next year's fees, as approved by families, in June.

## **STUDENT SUPERVISION**

It is the parent/guardian's responsibility to supervise their child(ren) while they are on school premises. Children under the age of 10 should be supervised at all times. KCMS accepts no responsibility for personal injury or damage to instruments or personal property. Parents will be held responsible for any damage to KCMS school property by their child(ren).

Our rear yard is out of bounds due to risks inherent with use of stairs, gate, etc.

## **COMMON AREAS**

Maintain distance from others where possible.

Caregivers may attend in the studio if space allows and with permission from your teacher. Otherwise, please arrange to meet your student on time at the end of the lesson.