



POLICIES 2021/22

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 2021/22 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 1st and April 1st each year.

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

LESSON FEES

- **PAYMENT IN FULL:** Cheque - debit - or e-transfer to kelownacommunitymusicschool@shaw.ca.
 - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell, Paul Caldwell or Philemon Jansen
- **MONTHLY PAYMENTS:** Post-dated cheques or e-transfers may be pro-rated into equal monthly payments, payable on the 1st or 15th of each month, September through May.
 - All cheques must be placed into a sealed envelope or Ziploc bag. **Please do not write a payment cheque for June.**
 - E-transfer payments will deposit automatically. Confirmations will indicate the name of our account signatories: Lucy Benwell or Samia Hasan.
- 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 CASH, 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.

IN-PERSON AND ONLINE INSTRUCTION

KCMS instruction may occur in person and online, at the discretion of the teacher. Our instructors 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. Some teachers may request students wear a mask during their lesson. **KCMS teachers are not obligated to supply make-up lessons or give lesson credits for technical issues originating with the student's equipment.**

STUDENT ABSENCES and ILLNESS – notify teacher directly

KCMS must adopt a zero-tolerance policy in the interests of safety for our staff, faculty and families. In light of public health recommendations during the COVID-19 pandemic, **any student bearing any symptoms of illness – however mild – will not be permitted to attend lessons.** Students will be asked to leave if they appear at all unwell on arrival. As well, if a student begins to feel unwell during their lesson, the parent or guardian will be advised immediately with a request for pickup. Some teachers may offer an online lesson in the event of a student illness. Online lessons provided at the regular in-studio scheduled time will not extend beyond the time allocated nor will follow-up emails etc. be guaranteed. **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, however mild. 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.

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, 2022**; therefore, written notice must be received and accepted before **March 15, 2022**.

DISCONTINUATION

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

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).

COVID-19 PROTOCOL

- It is our primary goal to ensure the health and safety of our faculty, staff, students and their families. Please read all signs at KCMS carefully. Keep up-to-date on public health information through Health Canada and the BC Centre for Disease Control.
- **Enter using the entrance closest to your studio. Students may only arrive 5 minutes prior to their lesson.**
- Social distancing of 6 feet must be maintained whenever possible and where space in our common areas allows. Please follow floor markers and posted directions within the building.
- All students must sanitize their hands prior to their lesson. Use soap and water or hand sanitizer provided at stations throughout the building. Please check with your instructor on the appropriate protocol for your instrument.
- **Students must wait for their lesson to begin at the designated spot near their studio. Please do not arrive more than 5 minutes prior to lessons.** Your instructor will open the studio door.
- Instructors and students will maintain social distancing during in-person lessons. Where studio space does not allow for social distancing, safety shields will be in place and/or instructors and students may wear personal protective equipment including masks and gloves. Please provide your own PPE. Your instructor will share the expected protocol for your lesson (music stand, note-taking, touchable surfaces etc).
- **Students must exit the building immediately after all family members have completed their lessons using the exit closest to your studio.**

PUBLIC SPACES

- To minimize traffic, common areas are limited to students waiting five minutes before their lesson and parents of young children who are not able to join them in the studio.
- All studios and common spaces are sanitized multiple times daily.
- Kitchen space and equipment are restricted to faculty and staff only.
- Please do not bring snacks or meals to KCMS.
- **Students must bring their own pencils, notebooks and music to their lessons.**

ALL PROTOCOLS WILL BE UNDER REGULAR REVIEW AND MAY BE SUBJECT TO CHANGE AT ANY TIME