

Oakville School of Music and Performing Arts “OSMPA”

REGISTRATION POLICIES 2023-2024

General Registration

1. The OSMPA reserves the right to substitute an in-person lesson with an online lesson. The delivery method of classes will not be considered grounds for refunds.
2. OSMPA may record online classes for quality assurance and safety purposes.
3. Priority for lesson time slots are given to current students. Current students may reserve their current lesson time(s) or an available lesson time by placing a non-refundable deposit of \$250.00 per instrument by June 15th 2023. Deposits not received for time slots by June 15th 2023 will open up to new students or students needing to switch their lesson day or time.
4. Tuition is due prior to the start of the program. Students completing payments in full by June 15th will receive early bird pricing, by completing payment online, and using discount code “earlybird”.
5. Students are registered on a first-come-first-serve basis. If a desired class is full, students may be placed on a waitlist in case of an opening. Should the opening become available, an OSMPA contact will be in touch with you. Once contacted, students will have 24 hours to claim the available spot before it is offered to the next waitlisted student.
6. Students may not commence lessons, whether individual or group, until registration has been confirmed and payment has been processed. Students are not considered registered until payment has been received. A verbal agreement with your teacher does not constitute registration.
7. Students may not register nor reserve their spot for the next term until all outstanding balances are paid.
8. OSMPA summer lessons are offered in July and August. Students are responsible for the full tuition in either July or August to join summer classes. Flexible class options are available weekly during the summer months for students unable to commit to a time slot.
9. By placing a deposit for a day or time of classes, you are reserving a time slot at the OSMPA. Teacher schedules are subject to change.
10. Once registered for a specific day/time of classes, the OSMPA holds a specific class time for your student. Should you need to change your lesson day or time, there is a \$45.00 processing fee.
11. Late registration for all group classes is accepted up to the fourth week of classes. Late registrations during the 2023-2024 academic year are responsible for paying the full tuition.

Communication

12. Email is our first line of communication with students. It is the responsibility of the students and parents/guardians to check their email for school updates and to ensure that their email account remains active.

Photo and Video Release

13. Photo and Video Release Policy: By registering with the OSMPA, you grant the OSMPA permission to take photographs and videos of you or your children's participation in OSMPA activities. You also grant the OSMPA permission to use, reuse, modify, publish, and republish those photographs/videos in any format or media, including print and online, for promotional or instructional purposes. The OSMPA may use the photographs and videos without compensation to you or your children. You waive any rights to prior inspection and approval of the photographs/videos and their use. The OSMPA may not sell such photographs/videos to anyone without your permission. You waive any claims, demands, and liabilities against the OSMPA for taking and using these photographs/videos. To opt out of the OSMPA's Photo/Video Release Policy, please send an email to: info@osmpa.ca

14. Students and their families are not permitted to record online lessons.

Fees

15. OSMPA class tuition can be found directly online at www.osmpa.ca

16. In the case of an overdue or declined payment, payment must be remitted to the school immediately. Payments received after the 1st of each month are subject to a \$50.00 per month late payment fee.

17. Your student(s) instructor(s) will be given notice to stop classes and disallow attendance until payment has been received. Instruction missed by the student as a result of an overdue account cannot be made up under any circumstances. All applicable fees and outstanding balance must be paid in full before lessons or classes can be resumed.

Missed Lessons and Classes

18. OSMPA Absences Private Lessons

OSMPA is dedicated to providing a high standard in music education, and we expect our students to attend all of their lessons and classes and to participate actively in their musical development. Our teachers are professional musicians who have reserved a time in their schedule for you, regardless of whether or not you attend classes.

For these reasons we have instituted the following policies for missed lessons and classes:

- With 24 hours notice provided to the school, students are permitted up to two makeup classes per year/per student/per instrument; which include one makeup class per semester. No more than 2 makeup classes will be permitted per academic year.

Semester one - September to January (one makeup class)

Semester two - February to June (one makeup class)

- Verbal notice to your teacher or an email to the school or your teacher are not valid forms of informing the school of your absence. **The only valid form of notice of absence is via the Absence Form as found on the OSMPA website: www.osmpa.ca**
- Student's that have submitted the online absence form are asked to resume classes the following week. Makeup classes will be scheduled directly with your teacher and by the end of term. Makeup classes are generally not rescheduled within the same week of absence.
- Please limit your lesson cancellations to illness and emergencies only.
- Should we not receive at least 24 hour notice for your absence, a makeup lesson will not be scheduled and the student will be charged for the missed lesson.
- Makeup classes must be completed in the semester of absence. Makeup classes cannot be rolled over into the next semester nor refunded.
- During the summer, July & August, one makeup lesson will be granted with 24 hour notice.

19. Students will not be eligible for make-up sessions for online learning sessions missed due to issues that may arise with their software, hardware, internet connections, or other associated technological elements.

20. OSMPA Absences Group Lessons. There are no makeup classes for missed group classes.

21. Attendance: Students are expected to be present and on time for all individual and group classes. Time lost as a result of student lateness will not be made up.

Cancellations

22. Please be advised that OSMPA does not follow school board closure for inclement weather. Classes will resume online.

23. Teacher Absences: Should your teacher be ill or away from the school, OSMPA will provide a substitute teacher for your class. Should your class need to be canceled, this would be rescheduled within the term.

Withdrawals

24. Private Lesson Class Withdrawals: All requests for withdrawal from private lessons must be made in writing to: info@osmpa.ca.

Upon this request, students will be asked to complete a withdrawal form. Students must provide 30 days notice to withdraw from classes. The effective date of withdrawal is 30 days from the date that is written on the notice form received, not from the date you have sent an email. Please note that notifying your teacher that you intend to withdraw from classes does not constitute official notice. Please note there is a \$200.00 withdrawal processing fee.

25. Students who withdraw from individual lessons at least 14 business days before the start of the first lesson will be refunded their full tuition, minus a \$200.00 withdrawal fee and the \$200.00 non-refundable lesson deposit.

26. Group Class & Summer Camp withdrawals: Refunds for group classes and summer camps are given with three weeks notice prior to the start date of classes. Please note a \$200.00 withdrawal processing fee applies. No refunds can be given after this date due to the nature of group classes.

Group classes during the academic year have a semester commitment (5 months).

Canceled Group Classes

27. Insufficient enrolment: the OSMPA reserves the right to cancel a class or combine class sections due to insufficient enrolment. If this occurs, we will notify students/parents as soon as possible prior to the start of class and make every attempt to reschedule each student for another class at a convenient time. Decisions regarding class cancellations, in most cases, will be made 5 days before the scheduled start of class.

Conduct

28. Suspension and Dismissal: Students may be suspended or dismissed for the following reasons:

- Non-payment of tuition fees
- Chronic late payments
- Behaviors that violate the Student and Parent Code of Conduct
- Parents or guardians who make verbal and/or written statements considered abusive and which have been directed toward any OSMPA student, parent, teacher, or staff.
- Any time lost as a result of suspension or other forms of disciplinary action will not be made up or refunded.

29. All registered students taking individual or group lessons are expected to practice regularly outside of their lessons. Students should expect the amount of practice time to increase as they progress through each grade level.

30. Only currently enrolled students may attend individual lessons and group classes. Parents and guardians are not permitted to attend the class.

31. Children under the age of 10 must be accompanied by the parent/guardian at all times when inside the school, with the exception of classroom and individual lesson time. The OSMPA does not assume any responsibility for the well-being and safety of minors who are left unattended on school premises.

32. The OSMPA does not assume any responsibility for personal property lost, damaged, stolen, or left unattended on school premises.

33. Only currently enrolled students may attend individual lessons and group classes. Parents and guardians are not permitted to attend the class.

34. Any student who behaves disruptively in class will be asked to leave at the discretion of the teacher.

35. Please refer to the Student and Parent Code of Conduct for a description of our expectations for student and parent behavior.

36. We strive to create a safe and comfortable school atmosphere. At all times the student is in attendance at the school, he/she is using the facilities at his/her own risk, hereby releasing the Oakville School of Music & Performing Arts from any responsibility from injuries that may occur directly or indirectly from using the facilities. You agree to release, save harmless and indemnify the OSMPA Indemnitees from and for all losses incurred or suffered from or related to your attendance at the OSMPA premises or taking part in any of its programs even if the same arises from the negligence of one or more of the OSMPA Indemnitees.

37. For the purposes of this provision: (35) “you” includes you and your dependents and their estates and personal representatives and “you” has a similar meaning; (ii) “The OSMPA Indemnitees” include The OSMPA, any organization that it owns or controls and their respective officers, teachers, directors and agents and their heirs, personal representatives, successors and assigns; and (iii) “Losses” include injury, death, liability, damages including to property, cost, expense, charge, judgment, award or settlement arising from or in connection with any claim, suit, arbitration, investigation, directive, prosecution or proceeding.

IMPORTANT: All students and parents must read and agree to the registration policies before completing registration. All students and parents must read and agree to the student and parent code of conduct.