



2022/2023

STUDIO POLICIES AND EXPECTATIONS

The following policies and expectations are carefully prepared and reviewed to assist the teacher, students, and parents in ensuring the effective operation and administration of the Studio. Please read through thoroughly as NEW changes have been made to accommodate the new norms that are happening for the current days. The Studio reserves all rights to modify the following, and to cancel or discontinue lessons due to legitimate reasons.

1. TEACHER'S RESPONSIBILITIES

I treat every student with respect and adjust teaching styles to accommodate different personalities and learning habits. I communicate with parents closely to assist every student. I keep learning to advance my teaching skills to provide the best quality instruction to students. My visions of music teaching are to educate children to appreciate music as a lifelong enjoyment as well as nurturing them to become noble citizens before skillful musicians.

2. HOUSE RULES

- Indoor cameras are installed for safety reasons
- Please enter and exit the Studio quietly as there may be a lesson going on
- Remove your shoes upon entering and place them under the shoe kick
- PLEASE DO NOT STEP ON CARPETS WITH SHOES ON
- Do not touch anything that is not yours
- No food and drinks (except water) are allowed
- Please do not come to lessons if you have any cold or flu symptoms
 - the teacher reserves the right to dismiss a lesson if student (or accompanying parent/adult) showing signs of sickness
 - see “8. NEW Hybrid Lessons” for virtual lesson option

3. PARKING

Street parking is available. Please do not block any neighbor's driveway.

To park on my driveway, please park only on the left side when it is vacant.

4. SCHOOL YEAR

September 2022 to June 2023 consists **36 weeks of lessons** which are divided into two semesters. Fall semester has 18 lessons from September 12th, 2022 to January 27th, 2023; Winter semester has 18 lessons from January 30th to June 16th, 2023. Please refer to the ***September 2022 to June 2023 Lesson Calendar*** for detailed dates.

5. BREAKS AND STATUTORY HOLIDAYS

The Studio is running on all statutory holidays. Students are expected to attend lessons if they fall on a statutory holiday. If a lesson has to be missed, please follow **“9. Make-up Lesson Policy”**.

6. TUITION AND REGISTRATION FEE

- All payments are due by the deadline indicated upon registration
- All payments are to be made by e-transfer to zkmusicstudio@gmail.com
- The annual \$60.00 registration fee is collected with tuition payment and is not refundable
- Families with more than one child registered, it will be \$30.00 for the second child onward

7. IN-LESSON

- Be prepared for every lesson – lack of practice or preparation may result in early dismissal
- Zero tolerance of disrespectful attitude
- For in-person lessons, only one parent/adult is allowed per household – please no siblings, friends, and other visitors are allowed at this time
- For virtual lessons, please join the lesson on time
- Sanitization, masking (optional), and social distancing will be normal practice
- Arriving lessons late (with no prior notice) for more than half of your allotted time, the lesson will be forfeited and will not be able to reschedule neither refund

8. NEW: HYBRID LESSONS

As we strive to live peacefully with the virus, Zoom lessons will be kept as our alternative. Upon registration, both parties (the teacher and student) have agreed to switch to virtual lessons when in-person lessons become difficult and/or restricted. The teacher or the student may request to have the lesson virtually at any time in the following scenarios (but not limited to):

- You or any family member is feeling sick, or showing any suspicious COVID-19 symptoms
- Severe weather conditions such as snowstorm, thunderstorm, hailing etc.
- You are running late from school, work, or other activities
- Having a vacation plan that conflicts with your lesson (if you travel outside of Canada, I would kindly ask you to resume in-person lessons 14 days after you return to Canada. We will have lessons online during that 14-day period)
- **PLEASE PROVIDE AT LEAST ONE-HOUR NOTICE SHOULD YOU DECIDE TO HAVE A LESSON ONLINE SO I COULD BE READY FOR YOU**

9. MAKE-UP LESSON POLICY

NO MAKE-UP LESSON IS GUARANTEED. CANCELLED LESSONS ARE TO BE RESCHEDULED TO THE BEST EFFORT.

- Lesson reschedule must be done within the same semester as the missed lesson
- Make-up lessons may be offered ONLINE if an in-person timing is not available
- Reschedule for absence equal to or more than three consecutive weeks will have to be approved
- Reschedule requests are first come first serve, changes may occur without notice

To reschedule a lesson, please follow the steps below:

- 1) Check the Studio's online calendar at www.tinyurl.com/zkmscalendar
- 2) Click on the "Week" tab to view the weekly schedule
- 3) Look for the "AVAILABLE" times, choose the time you would like to be rescheduled
- 4) Email or text Ms. Zoe to notify the time you are going to be away, and the time you wish to be rescheduled according to my schedule
- 5) Ms. Zoe will reply to confirm within 24 hours

If a lesson is cancelled by the teacher, a make-up lesson or refund will be offered. A maximum refund of 3 lessons would be offered if a student must miss multiple lessons due to serious injury, illness of a family member, or death in the family. A \$5.00 bank fee will be deducted from refunds. Refunds will not be offered to students missing multiple lessons due to vacations, after-school events, or new activities that conflict with the registered violin lesson time.

One-time guaranteed rescheduling opportunity is offered upon the time of registration. If you knew any upcoming event(s) that absolutely or possibly will conflict with your lessons, we can discuss and reschedule those lessons in advance.

10. WITHDRAWAL POLICY

When students enroll, they are reserving their lesson times for the entire year or semester(s). Students are encouraged to stay in the commitment to finish what they started. A **four-lesson week notice** is required for withdrawal, and a refund minus the tuition during the withdrawal notice period will be returned. Once a withdrawal notice is received, lesson reschedule will not be applicable.

11. STUDIO AGREEMENT & CONTACT, PHOTO, VIDEO RELEASE CONSENT

Upon receiving your payment, it is understood that you have agreed to follow the Studio's policies and expectations, and have given consent to ZK Music Studio to release your photos and videos on social medias. Photos and videos may be taken during lessons, recitals, and other public performances.

1. Facebook Page: <https://www.facebook.com/zkmusicstudio>
2. Instagram: @zkmusicstudio