



# Student Handbook 2023/24

**\*\*NOTE:** This version of the Handbook is for In-Studio and Online lessons only. If you are an In-School student (ex. OCS) these policies do not all apply, you will be receiving the In-School Student Handbook by email.

**New OpporTUNEities Studio**  
3 Gifford St., Orangeville, ON  
[www.newopporTUNEities.com](http://www.newopporTUNEities.com)  
[newopporTUNEities@gmail.com](mailto:newopporTUNEities@gmail.com)  
(519) 216-2484

## Welcome to New OpporTUNEities Studio!

We are thrilled to have you here and we are looking forward to making many great musical memories together!

### Payment and Rates

**As of September 1<sup>st</sup>, 2023:**

<u>In-Studio Lessons:</u>	\$30/30 minute lesson
<u>Online Lessons:</u>	\$30/30 minute lesson
<u>In-Home Lessons:</u>	\$35/30 minute lesson (cost reflects instructor's gas and travel time)

### **2 Payment Options:**

\*You will select your preferred payment method on the online registration form.

#### **Pay by E transfer:**

By selecting this option, you will receive an invoice by email on the first of every month, payment is due upon receipt. Please send all payments to [newopp.payment@gmail.com](mailto:newopp.payment@gmail.com) with the invoice # in the comments section. Late payment fees will apply for payments received after a seven day grace period.

#### **Pay by Pre-Authorized Credit Card:**

By selecting this option, you will be authorizing monthly payments for lessons to be charged to your credit card automatically. Once this set up is complete, recurring payments will be automatic until June 30, 2024 or until lessons are terminated. Please download the form during online registration, fill it out, sign by hand and return. An admin fee will be applied for credit card payments that are declined for any reason, so please let us know if you are changing/discontinuing your credit card.

### Attendance Policy

*We realize that life happens...between illness, family vacations and other plans, lessons sometimes have to be missed at their usual time. We have built into our system multiple opportunities to reasonably make up missed lessons cancelled in advance. Please do your best to give us 24 hours notice, but 9am will be the final cut-off for cancellations for lessons that day (email [newopporTUNEities@gmail.com](mailto:newopporTUNEities@gmail.com) to cancel). You will still be charged for these lessons, but then they will be taught free of charge during the designated Reschedule Weeks. **All lessons cancelled after 9am will still be charged.***

#### **How to Make Up Lessons Cancelled in Advance:**

- 1. Reschedule Weeks** - There will be two Reschedule Weeks this year (March 11-15 and June 24-28) where eligible students can make up a lesson that is cancelled with advanced notice. There will be no regular lessons during Reschedule Weeks.
- 2. Online Lessons** – Booking an online lesson at your usual lesson time (or during Reschedule Week) is another great option. Ex. If you are out of town but have internet access, you could switch to an online lesson for that day by contacting us with advanced notice (no later than 9am).

\*NOTES: To respect your instructor's time, there is a maximum of 3 reschedules available for the school year. Any outstanding make up lessons are forfeited if you quit before Reschedule Week. Refunds for unused reschedules will not be issued.

## **Instructor Cancellations:**

*Life also happens for our instructors!* If your instructor cannot make it into the studio that night (ie. Weather/car trouble, etc), your lesson will be online instead. If your instructor is too ill to teach that evening, your lesson will either be supply taught at the usual time by another teacher here at the studio, or if there is no one available to supply teach you will be contacted to find a reschedule time.

It may not always be possible for you to receive personal notification if another teacher will be supply teaching that evening, however instructors will always do their best to let us know that they are unable to teach well in advance so that we have time to connect with you if possible.

## **Admin Fees**

We want to be upfront about any administrative fees that will be charged to cover our bookkeeper's time to deal with unexpected issues. Regular lessons and payment schedule should not incur any additional fees. Here is the list of fees:

1. Late Payment Fee for e-transfers - \$15 fee
  - If invoice not paid within 7 days
2. Pre-Authorized Credit Card payment declined for any reason - \$15 fee
3. Quitting Lessons after the 15<sup>th</sup> of the current month - \$30
  - Please see FAQ regarding Quitting Lessons before the end of the year

\*NOTE: New OpporTUNEities Studio reserves the right to charge additional admin fees if additional services from Mary-Ann McMartin are requested or required.

## **Practicing and Parental Responsibility**

All students should spend **at least** ½ - 2 hours practicing per week, depending on age and level of advancement. We highly encourage a little bit EVERY DAY as this builds great habits and keeps the momentum moving forward. Parents should be an integral part of this routine, especially in the case of young children. Practicing charts are provided by the instructor to fill in practice times each week. Please use these as it both serves the student as a method of motivation and assists the instructor to monitor the student's progress. Watch for practice challenge months to help motivate your student, lots of great incentives!

Parents are *strongly encouraged* to be a vital part of their child's practicing routine. Keep in mind that teachers get to see a short musical snapshot of each student throughout the week, whereas parents see student practice habits, joys, struggles, etc all week long. Many issues may go unnoticed if they are not brought up to the teacher by the student during lesson or by the parent throughout the week. If there are any questions or concerns regarding student progress, subject matter, or anything else that comes up throughout the week, we want to hear from you! Open communication is a great tool to help your child maintain a love for music, and excellence in their art. Please email [newopportunities@gmail.com](mailto:newopportunities@gmail.com) to get in touch with your instructor directly. ☺ **Children are not to be left unattended in the studio outside of lesson times for safety and liability reasons.** Any articles damaged or stolen while at the studio are the responsibility of the parent.

## **Drop Off/Pick Up Info**

Our driveway holds 3 cars and our next-door neighbour (5 Gifford Street) has specifically asked that our students do not turn around in his driveway. We are requesting that our personal driveway at 3 Gifford be reserved for picking up & dropping off students only so that they can use the safety camera inside the studio to see when their parent/guardian has arrived. If you are planning to stay during the lesson, you can park on our side of Gifford Street in front of the green box by our streetlight, or in the left side of the driveway across the road from our house (1 Gifford Street, red door). Special thanks to our awesome neighbour Donato! There is also convenient nearby temporary parking at the Senior Centre Parking lot on Bythia (which leads directly to the other end of our street) or the 7-11 or Beer Store parking lots if you are interested in additional options.

This year there is once again no dedicated “waiting room” and instructors will typically be moving from one lesson to the next so there will be no guaranteed supervision available for kids left unattended. We therefore ask that parents do not leave students unattended and do their best to pick up and drop off students promptly at lesson times and meet their instructor at the lesson start time.

## **Performance OpporTUNEities and Recitals**

We are huge believers in performance opportunities, as it motivates practice, confidence, and excellence. We have two concerts planned for this school year. A Christmas performance and an End of Year Recital at The Well Church. We charge a small admission fee to cover costs incurred by these performances. Additional performance opportunities are sometimes available on an individual basis through Chris and Becki’s connections at churches etc.

## **Frequently Asked Questions:**

### **Q. How will you be handling no bus days/weather days?**

*A. There are many days where the morning is unsafe however by lesson time in the evening, the roads are completely fine. If both you and your instructor are able to make it in safely, lessons will proceed as usual. If it is unusually bad weather, your lesson will remain at the same time that day on your preferred online platform (Zoom, Facetime, Messenger Video, Google Meet, etc). Your instructor will be in touch with you to confirm.*

### **Q. What is your student illness policy?**

*A. Please make sure to let us know before 9:00am on the day of your lesson if you need to cancel or it will be charged. If students are too sick to come into the studio but they are still feeling well enough to have a lesson, we would be happy to offer an online lesson at their usual time that day Zoom, Facetime, Messenger Video, Google Meet, etc). If the student is too sick for an online lesson that day, you will be eligible for a rescheduled lesson during “Reschedule Week” later in the year (before 9am final cutoff). To respect our instructors time, there is a maximum of 3 eligible reschedule cancellations, additional missed lessons will be charged.*

### **Q. What happens if my teacher cancels?**

*A. If your instructor cannot make it into the studio that night (ie. Weather/car trouble, etc), your lesson will be online instead. If your instructor is too ill to teach that evening, your lesson will either be supply taught at the usual time by another teacher here at the studio, or if there is no one available to supply teach, you will be contacted to find a reschedule time.*

**Q. Will lessons still run on statutory holidays, Christmas break, etc?**

*A. Lessons will not run on stat or Dufferin-Peel public school holidays and will not be charged. Lessons will run as usual on private school holidays, PA days, and all other regular school days.*

**Q. What if I want to quit lessons midway throughout the year?**

*A. If you would like to quit, you must let us know by the 15<sup>th</sup> of the month. This will ensure we have enough time to remove you from our system so that you are not charged for the following month. Your intention to stop lessons would need to be clearly stated in writing (by email) to [newopporTUNEities@gmail.com](mailto:newopporTUNEities@gmail.com) by no later than the 15<sup>th</sup> of the month. Thanks! 😊*

*You are still able to quit between the 15<sup>th</sup> and the end of the month, however, an admin fee of \$30 will be charged to account for our bookkeeper's time.*

*Any reschedules pending will be forfeited if students quit before a Reschedule Week.*

**Contact**

Any questions or concerns regarding policies, scheduling or curriculum are best made by email or text rather than before or after the student's lesson, as the instructors often have a full schedule. Please contact **Chris Prins** regarding any questions you may have. If you'd like to speak to your instructor personally, Chris will pass on contact information to you.

Phone: (519) 216-2484  
Email: [newopporTUNEities@gmail.com](mailto:newopporTUNEities@gmail.com)  
Website: [www.newopporTUNEities.com](http://www.newopporTUNEities.com)

Payment related questions - Our bookkeeper **Mary-Ann McMartin** is happy to answer questions at:

Phone: (519) 938-2483  
Email: [Mary-Ann@booksbymam.com](mailto:Mary-Ann@booksbymam.com)