

CW Music Ltd.
Studio Policy
5039 Joyce Street, Vancouver, BC, V5R 4G7
www.cwmusic.ca

Our Mission:

To assist and guide in a student's goals, while providing a supportive, non-competitive environment for creative learning through our arts programs.

Our Services:

Programs in Music, Dance, Theatre, Music Engineering, Runway, Summer & Spring Music Camps, Music Therapy. Community events/fundraisers/concerts, CW Music concerts & recitals, Royal Conservatory of Music Examination Preparation (Theory/Practical/History).

Lesson Fees

Tuition for lessons must be paid before any session will commence. Term rates for our Academic Term (September to June) and Summer Term (July & August) sessions are discounted. Drop-in rates vary by teacher. Tuition must be paid in full or by equalized monthly payments through our secured pre-authorized debit system, for the 1st of every month in the term. Post-dated cheques are also accepted. VISA/Master card accepted with the product's service fee. There is no GST on music lessons. Music Therapy sessions must be paid at the time of arrival and/or in advance.

Fees for books and other supplementary material must be paid independently at the lesson subsequent to receiving them.

♪ Recitals! ♪

Student recitals will be held twice yearly in the Academic Term. Repertoire will be collaborated between the teacher and student. Instruction of proper recital etiquette will be taught, instilling confidence in the student's performance. A small recital fee will be included in the invoice to help cover performance costs. We do not sell tickets -- everyone is invited!

Referrals

You will receive some in-studio credit for any referrals that commit to at least 1 month. Credit may be used to purchase any of our products, such as a book bag, t-shirt, guitar strings, etcetera. Referrals mean that you value our service(s), and we truly appreciate your kind recommendation of our instruction!

Late Payments / NSF / Payment arrangements

\$25 - Late Payments | \$50 - NSF | Other payment arrangements - \$5/mo.

Lessons will cease if an instalment is not paid two lessons into the month. Late payments (payments not received on time) will receive a \$25 fee. Please be advised that with every business, including our own, it is a means of a livelihood and payment for our services is expected on a timely basis.

Withdrawal from Term

If a student must withdraw within the first month of a term, 7 days notice must be provided in writing or in email to info@cwmusic.ca. The client will be refunded the amount less the registration fee and attended lessons that are then recalculated to reflect the teacher's drop-in rate rather than the discounted term rate, as the term was not fulfilled. There are no refunds if a student chooses to withdraw 2 months into a term, as the time slot has been reserved for you; however, you may choose to transfer it to another person. A student may choose to change teachers & discipline at any time during the term, given fair reason. For group lessons, semi-private lessons and music camps, there are no refunds once the classes have commenced. If provided with written notice at least 2 weeks prior to the commencement of the first session, a client may receive a full refund.

Missed Lesson Policy

Please read carefully:

Tuition is based on enrolment, not attendance, and reserves a weekly lesson time with a teacher during a term. A term's tuition is due in full or can be equalized by the number of respective months in a term, paid at the beginning of each month. Notification of inability to attend a lesson or therapy session is a courtesy to the teacher/therapist but does not excuse payment. There are no credits or refunds for student absences, nor carry-over into the next term. Therefore there is no reduction in tuition for a missed lesson. Make-up lessons may be granted at no additional charge provided that a notice of absence is given **at least 24 hours** in advance to info@cwmusic.ca. This is to allow sufficient time to schedule another student's make-up session in the time slot that will be missed by you. Please understand that make-up lessons are a courtesy, not an obligation that is offered at the discretion of the teacher, schedule permitting.

If the teacher/therapist cancels a lesson/session, the client will be reimbursed. The same policy applied to lessons cancelled due to inclement weather.

Client Non-Circumvention

During the term of this Agreement and for two years thereafter, no Client shall, directly or indirectly, circumvent, initiate, solicit, negotiate, contract or enter into any business transactions with any Client or Teacher introduced by us through the Studio or any Service, without our consent.

Client/Teacher Interactions and Our Limitation of Liability

A. Teachers will immediately inform CW Music Ltd. administration of anything that makes them feel uncomfortable. Any physical or verbal action viewed as inappropriate, harassing, sexual or demeaning must be reported to the Studio administration immediately and both parties must not resume contact or the relationship until it has been fully resolved and only if both parties wish to do so. As a small business we do not make guarantees about the conduct or deportment of any teacher or client. Every teacher working at CW Music Ltd. must complete a criminal background check. Meeting with clients or teachers is at the risk and obligation of the individual client or teacher and the client or teacher assumes 100% of the liability for meeting a teacher or client and any outcome of said meetings and or the service.

B. CW Music is not liable to you or any other party, whether direct, indirect, general, compensatory, resultant, exemplary, and/or incidental, inclusive of lost profits, resulting from any omissions on our part or related to, CW Music, any person or party related to the Studio or the service, this includes without limitation, bodily injury, emotional distress, and any other resultant damages from, communications and meetings with teachers or clients introduced through the system.

Client/Teacher Disputes

You are solely responsible for your interactions with our Teachers and Clients. We reserve the right, but not the obligation, to monitor disputes between you and other Teachers and Clients.

Emergency Contact Information:

9-1-1 (Local Police)

604-682-5050 (Poison Control)

604-512-1777 (Studio number)

778-896-3008 (Allen, studio manager)