

# *Bel Canto School of Music*

## School Policies and Student Handbook

Effective: August 1<sup>st</sup>, 2008

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**INSERTS: SCHOOL CALENDAR, SCHEDULE OF LESSONS**

A heart-felt thank-you goes out to the Milton Canadian Champion newspaper for their article about Bel Canto School of Music, published on July 4<sup>th</sup>, 2008:

## High-end studio music to Students' ears'



**Graham Paine, Champion Photographer**  
**REFLECTING HER LOVE OF MUSIC:**  
*Opera singer/music teacher Kirsten Pelchat looks right at home in front of the piano at her Campbellville studio.*

**By Kathy Yanchus, Special to the Champion  
Arts & Entertainment  
Jul 04, 2008**

If ever a building could sing, it would be a flaxen-yellow structure nestled in the midst of the Niagara Escarpment in downtown Campbellville. The elegant front doors face the greenery of Ontario's smallest conservation area, vehicles roll along the surrounding winding, hilly roads and a train whistle blows in the distance.

The setting is serene and calm, in sharp contrast to the flurry of activity and pedestrian traffic that prevailed when the building housed an ice cream parlour in the not-so-distant past.

Step inside the Bel Canto School of Music and you are enveloped in a deliciously cozy and sophisticated world of rich colours and warm textures. Its interior ambience exudes creativity and energy, conducive to a positive and comfortable learning experience. Music rooms are small, meticulously customized and immaculately accessorized. In the master studio, an ebony Kawai piano sparkles in the afternoon sun as it awaits the first of the Students who stream into Bel Canto well into the evening.

This high-end studio, a longtime dream of vocal teacher and professional opera singer Kirsten Pelchat (Pitkanen), opened its doors in September, immediately drawing Students from the surrounding towns and villages of Carlisle, Limehouse, Georgetown, Campbellville and Milton.

Bel Canto is an expansion of Pelchat's Academy of Vocal Arts, her elite vocal division, which she continues to operate from her Milton home.

"Music is a very personal thing; it's a relationship type of experience so having an environment that feels safe, warm and inviting is extremely important. We want to foster a positive experience," says Pelchat. "Sometimes people can be overwhelmed with space."

The focus is on pedagogy, with "top of the line" instruction, says Pelchat. Music sales are secondary.

"We want this to be an open and warm experience for Students. We want to provide a total experience with instruction that is solid and inspirational."

Even as Students await their lessons, Pelchat's objective is for them to feel welcome -- and how could they not in the tidy, parlour-like lobby filled with the aroma of country kitchen goodies?

Along with the elegant master studio for advanced piano and vocals, there is the cheerful Sing and Play Room, for children primarily four to seven years old where youngsters learn the basics of rhythm and voice, and the small Piano and Instrumental Room. All rooms have two points of visibility, says Pelchat, referring to both interior and exterior windows, not just for light but for parental viewing.

Bel Canto's piece de resistance, however, has to be the metallic silver Rock Room, a funky grotto complete with a set of drums, electric guitars and state of the art recording software. The professional recording studio, under the label Platinum Productions, is operated by co-writers and producers Ben Pelchat (also the guitar teacher and Kirsten's brother) and Juno-nominee and drum instructor Sam Dufour.

Demos to full albums can be accommodated in the studio, making Bel Canto a veritable one-stop shopping venue and a musical coup for northern Halton.

Intense insulation allows for simultaneous musical diversity within the School.

"We can have drums going at full throttle and in the master studio, a quiet vocal piece and we can co-exist in a small square footage.

"Through all the walls, in addition to the insulation, audio cables feed back to the production room so that in essence, every room is a recording room," says Pelchat, adding that a free recording is included in Students' tuition fees.

In one corner of the room sits the Pelchat's old family piano, specifically for songwriters to tinker on. "Almost all of our teachers are songwriters and half of those teacher/songwriters have recorded too." Aside from offering rural residents a beautiful new music studio, Pelchat is also hoping to launch a chapter of the Songwriters Association of Canada, an opportunity for locals to network, access resources and "celebrate the art of songwriting and perfecting your craft."

Staff have been handpicked for their impressive credentials and include vocal teacher Jenny Vodarek and piano teacher Ioulia Koznova, a performance Student at York University with her Grade 10 piano "and a budding concert pianist."

Because piano lessons can be "drab" and "tedious," Pelchat says she wanted "someone fresh and also in touch with kids today."

Leanne Metsa, a vocal Student with her Grade 9 piano and voice honors, and choir director Monique Danek are the Song and Play teachers.

The common thread among her Instructors, says Pelchat, is that they approach everyday with a 'life is good' attitude and "they smile a lot."

Originally from Quebec, Pelchat grew up in a musical home, in the small-town communities of Petawawa and Pembroke where her mother was "the" piano teacher.

"I started voice lessons at eight and by the time I was 14, I had my Grade 8 voice and piano."

In her teens, Pelchat began studying opera, specifically the Bel Canto technique, an Italian musical term meaning beautiful singing; "the ability to sing long, beautiful legato lines."

She also studied vocal performance at McGill University and has sung in professional productions throughout the Toronto area as well as locally.

As her dream flourishes, Pelchat relishes the idea of being entrenched in the community. Bel Canto is here for the long term, she says.

"We want to become an established name. We're not run of the mill."

She has worked incredibly hard to bring Bel Canto to fruition, awaiting the most opportune moment in terms of logistics, location and life (she is the mother of two small children).

"I think it's a good match. Campbellville is a real arts community. People here have a real appreciation for things artistic and creative. There are a lot of families here who want programs for their children."

Offering her music School in a rural setting, to people accustomed to travelling long distances for extra-curricular activities, is extremely exciting as well, she says.

## About Us

Bel Canto School of Music (est. 2007) is a family-operated and community-focused music School located in the heart of Campbellville, ON. Our Students come from Milton, Burlington, Acton, Limehouse, Georgetown and other surrounding communities for lessons at the School.

We are dedicated and passionate about music and music instruction. Our goal is to provide the inspiration for musical excellence.

At Bel Canto, Students will richly benefit from high-quality music instruction by qualified, friendly and committed teachers. Our current services offered include private music lessons in a variety of disciplines (voice, piano, guitar, bass, drums and percussion and music theory), free Elective workshops and courses Students can take as part of their annual tuition, an onsite recording studio and a music bookstore.

## About the Founder

Kirsten Pelchat, (L.Mus, Vocal Performance., McGill University) is Bel Canto School of Music's Owner and Professional Voice Teacher. Prior to opening Bel Canto in 2007, she was Executive Director of The Canadian Academy of Vocal Arts (CAVA). She studied Classical voice, opera and piano through the Royal Conservatory, Conservatoire de Quebec and McGill University (where she received the Clara Leichstein Scholarship). Her teachers and coaches have included Jacqueline Martel-Cistellini, Lucille Evans, Pamela Van Weelden, Ewan Edwards, Michael McMahan and Guillermo Silva-Marin. She has performed as a soloist with McGill Chamber Singers, Montreal Symphony Orchestra, McGill Opera Studio and Toronto Operetta Theatre. Film credits include: Singing Coach for the movie "The Third Miracle" with Ed Harris and Anne Heche (1999) and Solo Vocalist for "A Good Knight Story", a 2006 film short aired on BRAVO!

She is an active member of the Milton Music Teachers' Association, Songwriters' Association of Canada and served in 05/06 as Education Chair on the Board of Directors for Arts Milton. She continues to perform regularly in a variety of styles, ranging from classical to pop.

She began teaching voice in 1992 and since then, has thoroughly enjoyed helping Students achieve their musical and personal best, both academically and on the stage as confident performers.

Joined by a first-class team of music educators at the studio in Campbellville, Bel Canto School of Music is a reflection of Kirsten's vision to provide real people in every day life with a very real source of inspiration, knowledge and the necessary tools to help them in their individual pursuits of musical excellence.

*"Music is both a tradition and a gift that is meant to be diligently shared and passed along to future generations. All of the teachers at Bel Canto have warm and vivid memories of people who took the time to share their love of music with us. It's our distinct pleasure and responsibility to do the same for others."*

- Kirsten Pelchat

## Attendance

Initial: \_\_\_\_\_

Regular attendance is key to continued success and improvement in music lessons. It is expected that Students make their weekly lesson time a priority to attend, as do our teachers. Bel Canto will not accommodate reschedules and make-up classes in any circumstances (including School plays, rehearsals, extra-curricular commitments that conflict with a Student's weekly lesson time, family vacations, etc.) outside of the parameters of Bel Canto School of Music's Attendance Policy, as outlined below:

### **ALL Students:**

- 1) A scheduled lesson that is unattended by a Student may NOT be made up without 24 hours notice of cancellation provided to the School by calling (905) 854-0002. *This includes cancellations to make-up lessons, once they have been booked and scheduled with the teacher.*
- 2) Last-minute cancellations on behalf of the Student are NOT eligible for make-up. Last-minute is defined as any lack of attendance (or notice of cancellation received by the School) by the Student or person responsible for the Student, **on the day of the lesson**, for any reason.
- 3) ALL School Cancellations; classes cancelled by the School or teacher are ALWAYS eligible for make-up.
- 4) As with any School, all individuals with air-borne communicable diseases are encouraged to stay home. Students who are running a fever of 102 or higher will be sent home. In case of prolonged illness, see section on "Special Circumstances".
- 5) If a Student is late for a lesson, the Instructor is not permitted to go beyond the scheduled lesson end time.
- 6) During the Annual Session, make-up lessons are offered in designated Make-Up Weeks only. Make-Up Weeks are listed in the Annual School Calendar.

### **Annual Session Students – Student Cancellations (classes cancelled by the Student):**

- 1) A maximum of (2) absences per School year are allowed for make-up AND
  - i. (1) Absence is allowed between the start date of the Annual Session in September and December 31<sup>st</sup> of that same year. This absence may be made-up in the 1<sup>st</sup> Make-Up Week (usually the 1<sup>st</sup> week of January, please check your School calendar for exact dates) AND
  - ii. (1) absence is allowed between January and the end date in June of the Annual Session of that same year. This absence may be made-up in the 2<sup>nd</sup> Make-up Week (usually at the end of June, please check your School calendar for exact dates).

### **Annual Session Students – School Cancellations (classes cancelled by the School):**

In the event of ANY School Cancellation (such as extreme weather closures or classes cancelled by the teacher due to illness, family emergency or otherwise), Bel Canto School of Music reserves the right to make best efforts to have the teacher (or qualified substitute) make-up the missed classes with the Student up until the date of August 1<sup>st</sup> immediately following the end of the Annual Session for which the cancellations occurred. In the event that Make-up Lessons for these cancelled classes did not occur for any reason and in the allowable time period specified, refund via tuition credit will be offered. At the Student and/or account holder's option, these tuition credits are transferable to another member of the Student's family or person of the account holder's choosing and are valid for a period of (12) months following issue.

### **Summer Session Students – Student Cancellations (classes cancelled by the Student):**

Due to the great degree of flexibility between Instructors and Students during the Summer Session (and the scheduling customization possible to accommodate weeks away.): **once lesson times and dates have been established and mutually agreed upon** (whether verbally or written) between the Instructor and person responsible for the Student's enrollment, class cancelled by the Student are not eligible for make-up.

### **Summer Session Students – School Cancellations (classes cancelled by the School):**

In the event of ANY School Cancellation (such as extreme weather closures or classes cancelled by the teacher due to illness, family emergency or otherwise), Bel Canto School of Music reserves the right to make best efforts to have the teacher (or qualified substitute) make-up the missed classes with the Student up until the official Start Date of the Annual Session immediately following the end of the Summer Session during which the School Cancellations occurred. In the event that Make-up Lessons for these cancelled classes did not occur for any reason and in the allowable time period specified, refund via tuition credit will be offered. At the Student and/or account holder's option, these tuition credits are transferable to another member of the Student's family or person of the account holder's choosing and are valid for a period of (12) months following issue.

## **Books on Loan**

**Initial:\_\_\_\_\_**

Bel Canto School of Music teachers have access to personal and School 'lending libraries' of books and sheet music. Loaning music to Students is at the sole discretion of the teacher and normally requires Students to sign for the book borrowed and its replacement value. In the event of a book being lost or damaged, Students are asked to promptly replace the book (or its agreed value).

*Please note that books on display for sale are not for use in class.*

## Dropping Off and Picking Up Students

Initial: \_\_\_\_\_

**Dropping Off Students:** Parents are asked to remain onsite until ensuring that the Student has entered the studio and that the Instructor is present, prior to departing.

**Picking Up Students:** Parents are asked to arrive at the appointed lesson end time to pick up their child. In certain cases the School will close early and teachers sent home if subsequent class cancellations have been received. Bel Canto School of Music reserves the right to close the School at any time outside of the Student's scheduled lesson appointment time. Therefore, it should not be counted on as a secure place to leave your child after the lesson is over. If you are expecting to be late in picking up your child, or if the School is scheduled to close (9pm on weekdays, 6pm on Saturday), please call to inform the School administration and make arrangements with us to ensure the safety of your child at all times.

## Elective Courses and Workshops

Initial: \_\_\_\_\_

Included with a Student's annual tuition is an amount of optional workshops or "Electives" to choose from in addition to private lessons. All Electives have LIMITED registration numbers, so register early to avoid disappointment!

**The list of the year's Elective Courses and Workshops is available the first week of classes of the Annual Session. Lists of Elective Courses and Workshops and sign-up forms are available at reception and are also posted on the School's message board, located on the wall, in the hall towards the washroom.**

Students registered prior to Dec.31<sup>st</sup> of the Annual Session will receive:

- 2 Elective Credits included with ½ hr. weekly classes
- 3 Elective Credits included with 45 min. weekly classes
- 4 Elective Credits included with 1 hour weekly classes

Students registered after Jan.1<sup>st</sup> and **before April 15<sup>th</sup>** of the Annual Session will receive:

- 1 Elective Credit included with ½ hr. weekly classes
- 2 Elective Credits included with 45 min. weekly classes
- 3 Elective Credits included with 1 hour weekly classes

Please note that Elective Credits are not included with Summer Session registration.

Electives Courses and Workshops for each year typically include, but are not limited to:  
(All courses are worth 1 Elective Credit, except where mentioned otherwise)

- ½ Hr. Private Lesson in Another Instrument of Choice (2 credits, scheduling restrictions apply)
- Alexander Technique Workshops (2 credits)
- Kids' Fun with Broadway and Disney Workshops
- Music Theory Workshops
- Performing / Stage / Acting Technique Workshops
- RCM Technical Requirements Workshops, including Ear Training, Intervals, Rhythm Clapback and More
- Rhythm and Percussion Workshops
- Sight-Singing Workshops
- Songwriting Workshops

### **RESTRICTIONS AND RULES FOR REDEEMING YOUR ELECTIVE CREDITS:**

- Elective Credits must be redeemed during the academic year to which they apply
- Elective Credits are non-transferable
- Unused Elective Credits may not be carried forward to a following School year (they expire!)
- Elective Credits have no cash value and are not eligible for credit or refund
- It is the responsibility of the parents and Students to ensure that the Student is properly registered for as many Elective Credits as they would like to redeem and/or attend. Verbal expression of interest to attend cannot be accepted as registration. The Elective Sign-Up Form must be completed and submitted to the School administration.
- Private Lesson Electives must be redeemed prior to March 15<sup>th</sup> of the Annual Session (Book EARLY).
- If a Student is unable to attend an Elective for which they are registered, 24 hours notice about the Student's absence is required by the School administration. This ensures that the credit will not be counted as 'spent'.
- Bel Canto School of Music reserves the right to cancel and/or reschedule any Elective, due to lack of interest or any other reason, at its sole discretion. Elective credits in such cases will be credited back to the Student.
- Students may bring friends to electives, the fee varies by workshop. (There is a different set of forms to complete for non-Students, please see School administration for the forms)

**To make the very most of your Elective Courses and Workshops, it is advisable that you speak with your Instructor to obtain their recommendations on which options would be best suited to your needs and personal development.**

## Instructors

Initial: \_\_\_\_\_

*Please note that every effort is made at registration to 'match' Students with the best Instructors for their personal needs and learning style.*

All Bel Canto School of Music teachers have:

- formal advanced training in music and in the instrument they are teaching
- passed criminal and vulnerable sector background checks prior to commencing employment
- extensive professional performing experience
- enthusiasm and a passion for teaching music
- completed Bel Canto School of Music pedagogical training
- the proven ability to provide Students with the inspiration and skills required for musical excellence

Please note that Bel Canto School of Music reserves the right to provide an appropriately qualified substitute teacher at any time in the event that a regularly scheduled Instructor is unavailable.

## Payments, Payment Methods, Refunds, Credits

Initial: \_\_\_\_\_

**Annual Session:** The Annual Session runs from the Start Date in September (after Labour Day) to mid-June (2<sup>nd</sup> or 3<sup>rd</sup> Week). There are between 32 and 37 weeks in the Annual Session, depending on the lesson day and Instructor. A non-refundable 20% deposit is due at the time of registration. For those who already paid a 10% deposit at Early Bird Registration in the spring of the previous School year, the remaining 10% is due upon registration in August.

- **One-Time (Annual) Payment:** Tuition may be paid in full at the time of registration or;
- **Monthly Payments:** The Annual Tuition balance after 20% deposit may be financed over a 10-month period. A 3% one-time financing charge on the balance financed applies. Post-dated Cheques are to be dated for the 15<sup>th</sup> of each month, from September to June of the School year. Students paying by credit card through PayPal will be sent an email request at the beginning of each applicable calendar month and will have until the 15<sup>th</sup> to process their payment.

**Methods of Payment:** Payments are made directly to the School administration via cheque, cash or credit card through PayPal, our third-party secure online invoicing system. Please note that we do not accept debit or credit cards at the School. Cheques are to be made payable to: Bel Canto School of Music.

**NSF Payments:** A \$35 fee applies to all returned Cheques. Replacement payment must be received via certified cheque or cash within (5) business days to avoid interruption of lessons.

**Book Purchases & Student Bookstore Accounts:** Books must be paid for at the time of purchase, via cash, cheque or deducted from an existing Student Bookstore Account. Books may not be sent home with Students prior to receiving payment. *Also please note that books for sale are not for use in class.*

- **Special Book Orders:** can be made at anytime through Bel Canto School of Music, however please note that payment for these purchases is due at the time of ordering and is non-refundable once the item has been shipped. Please note that certain items, due to publishing and Canadian supply restrictions beyond our control, may take longer to obtain and this should be considered prior to placing your order.
- **Sheet Music:** Due to the large availability of sheet music now available online for immediate purchase and download, Bel Canto School of Music has decided to discontinue selling individual songs in sheet music format but will continue to expand and build on its in-store selection of music books and song collections for sale.
- **Student Bookstore Accounts:** For your convenience, music books may be purchased 'on account' via creation of a Student Bookstore Account. This account can be created at any time during the School year, to a maximum of \$50 per Student/on account (balances can be topped up at any time). Book purchases throughout the year may then be deducted from the account balance. An authorized signature (parents can give Students permission to sign if desired) is required. More information, including the required form to arrange set-up is available at the School's reception.

Student Bookstore Accounts may be closed, increased, balances refunded or topped up at anytime, at the discretion of the Account Holder and upon notifying the School administration.

**Past-Due Accounts:** Monthly tuition payments are due on the 15<sup>th</sup> of each calendar month, from September to June. A late payment fee of \$15 will be levied against any monthly payments received after the 15<sup>th</sup> of the month. For Students paying credit card via PayPal, this service charge will be levied against payments processed after the 15<sup>th</sup> and will appear on the following month's PayPal invoice (Please note that it is the sole responsibility of the Account Holder to provide a valid, working email address and remember to check email and process payments as agreed and by the due date).

**Refunds, Returns and Credits:** Absolutely no returns, refunds or credits will be given for the following: lessons received, lessons paid for but unattended due to Student's absence, books returned in non-salable condition, gift certificates, tuition deposits, and one-time financing charges once a monthly payment plan has been initiated. In the event of extreme weather closures or classes cancelled by the teacher due to illness or emergency ("School Cancellation"), Bel Canto School of Music reserves the right to have the teacher (or qualified substitute) make-up the missed classes and within these time frames 1) for Annual Session Students, prior to no later than the date of August 1<sup>st</sup> immediately following the end of the Annual Session and 2) for Summer Session Students, prior to the official Start Date of the next Annual Session (in September, after Labour Day, consult School Calendar for exact dates). In the event that Bel Canto is unable to provide make-up lessons in the allowed time periods specified and due to a School Cancellation (s), refund via tuition credit will be offered. At the account holder's option, these tuition credits are transferable to another member of the Student's family or person of the account holder's choosing and are valid for a period of (12) months following issue.

Credits on a Student's account (returned books, tuition credits) are valid for a period of (12) months following issue.

**Summer Session:** The Summer Session runs from June to the end of August. The number of lessons during the Summer Session can range between 4 and 11 weeks, depending on the Instructor and Student's availability. Tuition for the Summer Session is due in full upon registration.

## **Photocopies**

**Initial:\_\_\_\_\_**

Bel Canto is bound by law to support and respect all applicable copyright laws and intellectual property intended to protect the livelihood of artists and composers. As such, no photocopies are permitted at Bel Canto School of Music without written permission from the publisher.

## **Privacy Policy**

**Initial:\_\_\_\_\_**

Student information will not be shared with third or outside parties. Bel Canto School of Music is committed to protecting the privacy of our Students and their families.

## Recitals

Initial: \_\_\_\_\_

Bel Canto holds (2) Recitals per School year; in December and in June. All Bel Canto Students **who have their performance selection memorized at least 3 weeks prior to the recital date** are eligible to participate.

From time to time, Students are also invited to participate in additional performance opportunities such as at local festivals, showcases and other public performances. Many Students also choose to participate in the Milton Music Teachers' Association Biennial Music Festival (May 2008, 2010, 2012, etc.) and enjoy this positive opportunity to compete locally in their field of study (visit [www.mmta.ca](http://www.mmta.ca) for details).

## Registration

Initial: \_\_\_\_\_

Registration must be completed, with all related forms and payments received by the School administration prior to starting lessons. Instructors and time spots cannot be reserved or guaranteed in advance of the registration process being completed.

Pre-Registration for the next year's Annual Session is offered in the Spring (March 15<sup>th</sup> to April 15<sup>th</sup>) to current Students wishing to secure a spot for next year ("Early Bird Registration"). Early Bird Registrants are offered the first choice of Instructor and time spots during the first registration period in August of each School year and prior to all other registrations. Classes for the Annual Session begin in September (after Labour Day and around the 2<sup>nd</sup> week, the official start date of the Annual Session) and end the 2<sup>nd</sup> or 3<sup>rd</sup> week of June (the official end date of the Annual Session).

## Contact Information Provided at Registration

**Email Address:** It is mandatory that all Students (and/or those responsible for their lessons) provide the School with a valid email address upon registration for the purpose of communications, notices and important School updates (including extreme weather closures). For Students without access to email, arrangements can be made at the time of registration directly with the School administration. *In accordance with our privacy policies, personal information including email addresses are never shared with third parties.*

**Contact Phone Numbers:** It is the responsibility of all Students (and/or those responsible for their lessons) to ensure the continued accuracy of all contact information, in particular phone numbers. In the event of emergency such as extreme weather conditions and short-notice class cancellations, **it is imperative that Students (and/or those responsible for their lessons) are 'reachable' in the hours preceding the scheduled class.** Parents are expected and responsible for checking voicemail prior to class (especially if the Student is going directly to the lesson from School and/or during extreme weather) to ensure that the lesson is still scheduled as normal. Bel Canto

School of Music is in no way responsible for any damages or events arising from unforeseen School closures and/or class cancellations. *In accordance with our privacy policies, personal information including phone numbers are never shared with third parties.*

## Previous School Year Balances on Account

Student accounts must be up to date with no balances outstanding prior to registering for the next session.

### Visitors

Initial: \_\_\_\_\_

Bel Canto does not allow guests or visitors to attend private lessons. Unless prior approval is granted by the School administration in advance, friends and family of Students are asked to wait in the designated area while instruction is taking place.

## Transferring to Another Instructor and Withdrawals

Initial: \_\_\_\_\_

**Transferring to Another Instructor:** A Student may request transfer to another Instructor directly with the School administration, *following notice provided directly to the teacher.* The request must be made in writing (form "Request to Transfer to a New Instructor" is available at the School administration) and dropped off at the School administration or sent via email to [kp@belcantomusic.ca](mailto:kp@belcantomusic.ca). Transfer requests are subject to Instructor availability and scheduling and are therefore not always possible.

Bel Canto School of Music reserves the right to provide an appropriately qualified substitute teacher at any time in the event that a regularly scheduled Instructor is unavailable.

**Withdrawals:** Withdrawals are not permitted between the months of September and the first week of January (applicable to all Students). It is understood that Student enrollment for the Annual Session represents an annual commitment to a weekly lesson and specific time spot on behalf of both the School and the Student, between the start date and scheduled last lesson in June.

In order to withdraw from lessons, Students (or those responsible for their lessons) must provide 30 days notice of their intended withdrawal date via written withdrawal request (form "Request to Withdraw from Lessons" is available at the School administration). 30 days from the date of the Request to Withdraw from Lessons will be considered the Student's Effective Date of Withdrawal, after which date no lessons will be given. Such written notices must be submitted via letter or email to [kp@belcantomusic.ca](mailto:kp@belcantomusic.ca). Providing

any verbal notice of withdrawal to the School administration, Instructor or otherwise cannot be accepted as formal notice. Following receipt of the written withdrawal request, the amount of tuition eligible for refund or balance owing is calculated as follows:

$$\begin{aligned} & \text{Value of Lessons To the Effective Date of Withdrawal (Weekly Rate x Billable Weeks)} \\ & - \text{ Tuition Payments Processed to Effective Date of Withdrawal (minus non-refundable} \\ & \quad \text{20\% Tuition Deposit and 3\% Finance Charge if applicable)} \\ & + \text{ Any Outstanding Account Balance(s) / Past-Due Amounts} \\ & = \text{ Total Owing or Amount for Refund} \end{aligned}$$

Withdrawal requests are processed within (14) days of receipt. A statement of account with an invoice or refund owing amount will be mailed out at that time. Balances owing are due within (30) days of the statement date. Refund Cheques will be sent via mail within (14) days of the statement date. If payments are made monthly via post-dated Cheques, the remaining Cheques will be returned if no balance is owing. If a balance is still owing, post-dated payments via cheque will continue to be processed until the account has been brought up to date. In the event that a partial balance is owing by the Student (ie – less than the amount of a monthly payment), the monthly cheque will be processed as normal, and the difference for refund will be mailed within (5) business days, after the cheque has cleared, along with the remaining and cancelled post-dated cheques.

**Special Circumstances Warranting Change to Lessons as Planned:** Special circumstances due to an Act of God, unforeseen tragedy or other destructive event that cause an abrupt / prolonged interruption in lessons as planned will be subject to special treatment, including but not limited to: **1)** Provision of a substitute Instructor or studio location (in case of emergency and initiated by the School) **2)** Waiver of 30-day Withdrawal Notice period in the event of death or disablement on behalf of the Student and **3)** In cases of extreme or prolonged illness on behalf of the Student (application may be made after 2 weeks of convalescence), and where a supporting doctor's note is provided, a Temporary Suspension of Lessons will be initiated, to a maximum of 6 months, after which point the Student may return to complete / make-up the balance of lessons that were paid for but not taken as a result of their illness.

**IMPORTANT ADDENDUM FOR STUDENTS OF KIRSTEN PELCHAT, STUDYING IN MILTON**

## Use of the Milton Home Studio

(Students of Kirsten Pelchat only)

Initial \_\_\_\_\_

While Kirsten has been happy to continue offering instruction in Milton as a service to her Students in the area, *lessons in her home are only offered to those willing to respect the rules surrounding its use.*

**Arriving and Leaving:** Please note that there are no set “hours of operation” at the Milton studio as it is primarily a place of residence. **Lessons are by appointment only.** As such, Students are asked to arrive no earlier than (3) minutes prior to the scheduled lesson time and leave immediately following the lesson. Students are asked to ring the doorbell and let themselves in upon arrival. Since there is no waiting area, parents and friends are asked to wait outside while lessons are in progress. Following the lesson, Students are asked to wait outside if their ride is late so as not to disrupt any lessons already in progress. It is the responsibility of the parent to pick up their child on time, at the scheduled lesson ending time.

Parents are asked to call in the event that they will be late in picking up their child to make arrangements (there is no guarantee that the home studio will be open or someone will be home outside of the scheduled appointment time). If a Student is unable to leave the house after the lesson for any reason after the scheduled end time, the minutes may be billed at ½ the regular lesson rate.

Arriving early and leaving late is disruptive to both lessons in progress and the studio as a home outside of appointment times and as such cannot be accommodated.

Students and parents who are unable to abide by these policies will be asked in writing to transfer to the School location in Campbellville where an appropriate waiting area has been set aside for this purpose. No refunds will be given to those unwilling to transfer locations and switch to their new assigned lesson time, once a written request to transfer has been issued by the School.