

# ILLUMINE STAR ACADEMY POLICIES

## GENERAL INFORMATION

- Students of Illumine Star Academy (ISA) are expected to attend regular lessons/classes every week. Cancellations can be made up to **24 hours** in advance. Re-scheduling is up to the teacher. Students **will not** be reimbursed for the missed lesson (considered a “no-show”) if no notice is given.
- It is the student’s responsibility to arrive on time for each class or lesson. Lesson time that is lost due to a late arrival **cannot be** made up, irrespective of the reason for the late arrival.
- If the teacher misses a lesson, a make-up session will be scheduled.
- ISA reserves the right to cancel lessons/classes due to weather-related reasons.

## PRIVATE LESSONS

- All private lessons are held weekly and tuition paid quarterly unless specifically arranged with the school’s director and instructor.
- Students are expected to practice at least 5 days a week. Systematic practice is important for the students’ progress and success.
- Practice logs can be requested by parents or instructors if needed.
- Students are encouraged to tape or record their lessons.
- Recitals will be held throughout the semester to showcase out-standing students. Please refer to CONCERT ETIQUETTE for more information.

## GROUP LESSONS

- All group classes are **sessional** (pre-determined number of weeks) and tuition paid for the **full session before the first class**.
- Students are expected to arrive on time and attend all classes. No make-up lessons will be given for missed classes.

## FEES

- **Registration fee** is \$25 for the whole year. It covers the daily operations of the studio and things such as website maintenance and scheduling.
- A **Late Fee** of 8% /monthly tuition is charged if payments are not received before the second lesson.

## CANCELLATION POLICY

- Students can discontinue their lessons/classes at anytime. However, a **three (3) week notice** via email to ISA is required. This allows the Academy a chance to fill the time slot and finish the lessons/classes on a positive note for the student.

## **DISMISSAL**

- Dismissal from the studio is based on the following:
  - Failure to show up for lesson 3 or more times without prior notice
  - Behavioural problems including but not limited to: verbal or physical assault to teachers, racial slurs, etc.
  - Failure to pay for lessons/classes.

## **FACILITIES**

- Food and beverages are only allowed in the waiting area. NO FOOD OR UNCOVERED DRINKS in teaching studios/practice rooms/recital hall.
- Parents are not allowed to leave children under 12 years old unattended in the waiting area.
- Please remove wet/dirty footwear when entering the studio. ISA has an indoor shoes policy to keep our premises clean.

## **RECITAL ETIQUETTE**

- Recitals offer students a great sense of accomplishment and pride for their hard work. They also help them learn the importance of setting and achieving goals. Students will be given the opportunity to participate in various performances and recitals through out the year.
- Please arrive at least 20 minutes early to ensure enough warm-up time.
- Cell phones and other noise-making devices need to be silent during the recital.
- Video-taping and pictures are allowed
- Small children are welcome, but they need to be chaperoned by parents to ensure minimal distraction to performers
- Students are strongly encouraged to dress up for performances

## **VIDEO AND PHOTO RELEASE CONSENT**

- From time-to-time ISA will use student photos and videos for educational and other purposes the Academy deems fit. Generally, students love to see their achievements and progress displayed for the public to see. It motivates and excites them for others to see what they have accomplished. If you or your child do not wish your image(s) or video(s) to be used please let us know.