

ILLUMINE STAR ACADEMY POLICIES

FEES

- **Registration fee** is \$35 for the whole year. It covers the daily operations of the studio and administrative things such as scheduling.
- A **Late Fee** of **\$10/month** is charged if the payment is not received before the second lesson.
- All **private lessons** are held **weekly** and tuition paid quarterly unless specifically arranged with the school's director and instructor.
- All **group classes** are **sessional** (pre-determined number of weeks) and tuition paid for the full session **before the first class** unless specifically arranged with the school's director and instructor. Students are expected to arrive on time and attend all group classes. No make-up lessons will be given for missed classes.

LESSONS

- 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.

CANCELLATION POLICY

To present you with the best musical instruction, our instructors must be fairly compensated for their time. When you sign up for music lessons, you are reserving both a time slot from your teacher *and* a teaching room. This professional commitment that each student makes with their instructor is why we have the following **Lesson Cancellation Policy**

- 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.
- We understand **Medical Emergency Cancellations** are unavoidable. However make-up lessons will be at the discretion and depend on the schedule of the instructor.
- 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. The school will try their best to re-schedule these lessons/classes.

DISCONTINUING LESSONS 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.

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.