

Studio Policies

My studio policies help ensure that I can offer a high standard in music education. When my studio is running smoothly, my time, energy and focus are on giving all of my students the equal attention they deserve. Below are the policies by which I operate my music studio.

Tuition and Payments

All lessons must be paid for in advance on a monthly basis, following the studio calendar. The full amount of the invoice must be paid by the due date with no deductions or adjustments. Payments for individual lessons are not accepted.

Tuition does not include materials, equipment or additional event fees that will be required for recitals, festivals, examinations, and other performance events.

Fees

Lesson Length	Fee
45 minutes	\$59.25
60 minutes	\$79.00




*There will be an annual rate increase to all lessons, at my discretion, rounded to the nearest dollar. Increases are scheduled for each September of the new school year.

Payment Methods

- e-transfer to CAMPOS Music
- Cash



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Studio Calendar

Please note that the studio is **NOT** closed on every statutory holiday. Individual accommodations to the studio calendar cannot be made.

Late Payments

All lessons are to be prepaid by the invoice due date or before the first lesson of the month. **If payment for an invoice has not been received by the due date, I will suspend the lesson until it's paid.**

Scheduling

Please choose a lesson time you are confident you can consistently attend throughout the year. Lesson times are standing appointments, meaning your time slot is exclusively reserved for you.

Changing a lesson time mid-year can be challenging. Adjusting the schedule takes additional time out of my day and often requires me to inconvenience other students and families by asking them to rearrange their commitments. For this reason, **mid-year changes are strongly discouraged** and will only be considered in exceptional circumstances.

Lesson Cancellation Policy




If you anticipate a scheduling conflict, please notify me as soon as possible. To ensure fairness and manage cancellations effectively, the following policy applies:

No Make-Up Lessons:

- No make-up lessons will be offered under any circumstances. Assume that a last-minute cancellation will occur and **proactively pre-bank or pre-take a lesson in advance.**
- Lessons cancelled by students will not be refunded, banked, credited, carried forward, or owed.



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Schedule Concession (Pre-banking or Pre-taking Lessons):

- Students may book any open lesson slots in my schedule **prior** to cancelling a lesson. This option is offered as a courtesy to help avoid missed learning opportunities.
- Pre-banked or pre-taken lessons are tracked throughout the year. If a student has a reserve of lessons remaining as we approach the end of term, an email will be sent in early May with a reminder to schedule and use them before the term concludes.

Cancellation Notice:

- Cancellations must be made via email.
- If you need to cancel an upcoming lesson, please notify me as soon as possible by email. This allows me to release your slot to another student and keep my online calendar updated.

Pre-banking or Pre-taking Lesson Policies

To better provide a fair system for all students, the following guidelines have been established regarding pre-taking lessons. These policies aim to reduce unnecessary administrative tasks and ensure lessons are scheduled efficiently.

Pre-banking or Pre-taking Lesson Restrictions:

- Pre-banking or pre-taking lessons cannot be applied to make up for lessons missed in the past.
- Cancelling lessons should be limited to unavoidable circumstances, not for convenience.

Scheduling Pre-banked Lessons:

- Pre-banked lessons cannot be scheduled on the same day as your regular lesson. Any such requests will be automatically cancelled or declined.



Available Times:

- The available times listed in the calendar are fixed. Unfortunately, I am unable to accommodate special adjustments or custom time requests.

Calendar Availability:

- If no times are available in the calendar, it means all slots have already been booked. Scheduling is on a first-come, first-served basis.

Adjustments and Cancellations:

- I reserve the right to adjust or cancel existing bookings at any time to accommodate new students or changes in my personal schedule.

Pre-banked or Pre-taking Lesson Cancellation Policy:

Pre-banked lessons are designed to provide flexibility, but they require commitment once scheduled. To discourage overbooking and cancellations, the following policy applies:

Cancellations Made Less Than 72 Hours in Advance:




- If you cancel a pre-banked lesson with less than 72 hours (3 days) notice before the scheduled lesson time, the lesson will be considered used and will count toward your scheduled lesson for that week. Because pre-banked lesson times are reserved exclusively for each student, late cancellations often prevent other students from booking that available time. Once a lesson slot has been held for a student, it is generally not possible to offer that time to another student on short notice.

Repeated Cancellations:

- Students who cancel pre-banked lessons may temporarily lose access to pre-banking privileges. This ensures fair access to lesson slots for all students.



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Lateness

No lesson time will be made up if a student arrives late for a lesson. Please arrive at least a few minutes prior to your lesson. Remember, your payment reserves your time-slot; if you are late the end of the lesson cannot be adjusted.

Discontinuation of Lessons

Mutual respect is a key goal in my studio. I reserve the right to remove students from the schedule if they have poor attendance, poor practice habits, poor attitude or if they repeatedly break the studio policies.

For student withdrawals, **a minimum notice period equivalent to four lessons is required.** To ensure proper notice is given, the first invoice of the school year will cover both the first and last month's lessons (a total of four lessons).

If less than four lessons' notice is provided, any remaining fees will be forfeited. These fees are non-refundable and cannot be transferred to other students.




Incident Weather and Mandatory Closures

In the event that it is deemed unsafe to hold lessons (i.e. snow days), students will be contacted by email and lessons will be rescheduled for an online format at their regular lesson time.

In the event that our physical locations are closed by government or public health mandate, I reserve the right to continue regular classes in an online format using video conferencing software.



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Registration for Events

The following policy ensures that students are adequately prepared and maintain the level of commitment necessary for successful event participation.

Registration Approval:

Registration for events such as practical examinations, competitions, festivals, auditions, masterclasses or recitals is subject to my approval. Recital registration is open only to students who I feel are either ready or close to ready.

Students who register for an event, as described above, without my prior knowledge or permission will be immediately dismissed from the studio.

Exam Registration Guidelines:

To be approved for the exam registration, students must meet the following requirements:

1. **Memorization** – All required repertoire must be fully memorized.
2. **Performance Readiness** – Students must complete **three clean run-throughs** (not perfect) of their entire program. These run-throughs should be at performance level, demonstrating accuracy, musicality, and confidence.
3. **Recital Performance** – Students must perform their part of their repertoire program in **at least one recital** prior to the exam to gain performance experience and ensure readiness.

Only students who meet these criteria will be permitted to register for an exam. This ensures thorough preparation and prevents last-minute cramming.

Preparation Requirements:

- Students participating in practical examinations must enroll in music theory and musicianship skills courses. These can be completed through independent study, private instruction, or group lessons.
- Students preparing for examinations must schedule **one-hour lessons** to ensure sufficient preparation. If students practice regularly and follow their preparation plan, additional lessons should not be necessary. However, to maintain a healthy work-life balance, any extra lessons outside my regular teaching schedule must be paid for separately and are not included in the standard tuition.
- Students preparing for exams must maintain consistent progress throughout the year to ensure they are fully prepared. As part of this commitment, students are required to take **at least 3-4 summer lessons**, each one hour in length. These lessons provide essential continuity, allowing students to reinforce their skills, refine their repertoire, and avoid setbacks due to extended breaks. Proper preparation is key to a successful exam performance, and summer lessons are an integral part of that process.

Practice and Progress:

- Once registered for an event, students are required to maintain a disciplined and consistent practice routine. If progress becomes stagnant or ceases, I will request the student withdraw from the event. Any associated registration fees will be forfeited, as I do not provide reimbursements.

Non-Compliance:

- Failure to withdraw from an event when requested will result in immediate dismissal from the studio.



Complaints

Joe Campos has generously allowed me to use his studio space as a semi-independent teacher. Complaints regarding my policies, fees and/or teaching style should be addressed to me and should not be a reflection of CAMPOS Music within the community.

Staying in Touch

Please keep in mind that running a business comes with necessary boundaries. You can help by following these simple requests:

Email - This is the best way to contact me. Work-related emails received on Sunday or Monday, will receive a response on Tuesday morning. Emails received weekday evenings, may not get an immediate reply. I will do my very best to respond within 24 hours.

Text - If you are running late or need to cancel a lesson **within an hour of your scheduled time**, please send a quick text. Please do not text me about future cancellations or scheduling issues, for example.

Phone Calls - Avoid calling during teaching hours, before 8:00am and after 9:00pm.

Expectations




Student Responsibilities

In order to facilitate successful and enjoyable lessons, all students should follow these three-commitments:

1. Commitment to regular practice. Progress doesn't happen in one weekly 45-60 minute lesson - work and practice outside of lessons are necessary for growth and improvement.






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2. Coming prepared to your lesson with all necessary materials (ie. instrument, lesson books, sheet music).
3. Commitment to having fun and making music!



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