



*Elizabeth Rotoff Voice Studio*  
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## *Studio Policy*

Welcome to Elizabeth Rotoff Voice Studio (ERVS)! I'm so glad that you have chosen ERVS for your private music instruction! The following policy has been set in place in order to ensure that you or your child gets the most effective and creative teaching possible.

### *Lesson commitment*

Just like sports teams, dance studios and dojos, music lessons require that a high priority be placed on regular attendance and diligent commitment. Please choose a time that will not conflict with other extracurricular activities. For the Warbler, Kingbird and Penguin packages this means a September to June commitment. The Songbird Singing Club requires an 8-week commitment for the term in which you register.

### *Attendance & missed lessons*

- In the event that the instructor must cancel a lesson, the lesson will be re-scheduled. Every effort will be made to do so in a timely manner.
- Lesson time will not be extended for late arrivals.
- There will be a maximum of two lessons per year that may be rescheduled (no questions asked). Rescheduling may be done in any of the available flex weeks or flex lesson slots through the student portal.
- 24 hours notice is required to reschedule lessons, it is the student's responsibility to do so. Any lessons not cancelled through the student portal in a timely manner, will not be rescheduled.
- If you or your child have a cold or sore throat, we can proceed with an online non-singing singing lesson.
- If you have exceeded your two lesson maximum and need to miss further lessons, asynchronous lessons may be an option (see below).
- Lessons canceled by the student are not subject to refund or credit.
- In the event of transportation problems, snowstorms or social distancing measures online lessons will take place.

- If a lesson has already been rescheduled and that lesson is cancelled no further rescheduling is permitted.
- Emergencies will be dealt with on a case-by-case basis. If the instructor's schedule does not permit or insufficient notice is given, the instructor is under no obligation to make up the lesson.

## *Payments*

- A \$55.00 deposit is required at time of registration. Payable by credit card or e-transfer to octavian@shaw.ca.
- Fees are payable in one lump sum before the start of lessons or, for Warbler and Penguin, in installments of three term payments due by the first lesson, December 1, 2020 and March 1, 2021. Kingbird can pay in one lump sum or two payments due before the first lesson and January 1, 2021.
- Payments may be made by credit card, e-transfer (Canada only), or post-dated cheques (Canada only).
- A 2.9% convenience fee may be applied to credit card payments.
- There is also an option of 9 monthly payment either with post dated cheques or auto payments by credit card.
- If tuition is not fully paid by the 20th of the due month, a 10% charge will be added to the unpaid balance. A \$25 charge will be added to all NSF cheques. After receiving the second NSF check, all future payments must be in cash only.

## *Music books*

Unless included with your lesson package, the cost of music books is the responsibility of the student. Books will be assigned by the teacher as deemed necessary for the individual needs of the student. The purchase may be made either by the teacher or purchase information will be sent to the student. If the teacher purchases books, you will be invoiced for them and prompt payment is expected. Additional music books that are the student's own choice and sheet music downloads will be the sole responsibility of the student to purchase.

## *Preparation*

Students are expected to come to their lessons prepared. This will mean different things for each student. This will always include coming to lessons with all of your materials including assigned music and a pencil. Other ways to be prepared will be discussed with students in their first lessons. In the rare case that a student leaves their music behind or does not complete the preparation asked, the instructor reserves the right to end the lesson early.

## *Asynchronous lessons*

In the event that a student has exceeded their rescheduling allotment, asynchronous lessons can be used as an option. 24 hours notice of lesson cancellation is still required. Here are some examples of how asynchronous learning may be achieved:

- Submit a video of your songs for feedback.
- Record warm-ups tracks, karaoke tracks, note tutorials, diction tracks, or other audio resources to be made available to you for home practice.
- Put together an exam prep package.
- Research a particular show, topic, or new sheet music options on your behalf.
- Answer a specific question you might have - about vocal technique, specific performing questions, audition book, performance anxiety - anything! I can pull together some resources for you.
- Send three examples of three of my favourite singers and you tell me (in video, email or picture) which one you like best and why, and which you think I like best and why.
- Prepare a list of songs that I think are perfect for you - you tell me which are your two favourite and start learning them.
- Send a PDF of fun music activities for you to do -send a picture when you're done.
- Create a list of three FREE apps that will help you develop your music skills (sight reading, ear training, note reading). You do the first 3 levels of each app and let me know which one you liked best.

## *Recitals and Workshops*

There will be at least two recitals during the year. Attendance at recitals is strongly recommended. Performance is an essential part of music study, especially if festival and examination goals are to be achieved. The accompanist fee and rehearsal are covered for the two studio recitals. Students who are not ready to perform solo songs will have the option to do a group song with other singers of a similar level. Even if students do not perform they are strongly encouraged to attend since watching recitals are a great learning opportunity. Attendance also build a sense of belonging in the ERVS community

Other performance opportunities may be available including additional recitals, music festival, exam, competitions and auditions. Accompanist fee and extra lessons are the responsibility of the student for these.

There will be several workshops and masterclasses throughout the year. They are included in the Warbler full tuition program. Students in other programs may attend, however there will be an additional fee which will be at a discounted price for studio members. You will be able to register for them through the student portal.

## *Dismissals and Termination*

Regrettably, there are occasions when we will have to dismiss a student. This will happen only after efforts of communication with students and/or parents have failed to correct the problem. Termination may be considered if any of the following occur:

- Failure to pay tuition on time
- Persistent absences
- Uncooperative attitude
- Failure to follow practice as instructed
- Lack of progress due to insufficient practice or unfulfilled requirement

Lessons are a September to June commitment. To ensure the maximum benefit of study, this is a minimum time requirement. However, if termination of lessons is being considered, a parent-student- teacher interview is requested to allow satisfactory closure for all parties involved. One month's written notice or one month's fee is required for termination of lessons. **Note: No refunds will be issued after April 1, 2021.**

## *Communication*

Please make sure that the instructor has updated contact information for you including phone number, mailing address, and email address. Notify the instructor of any changes in this information.

I love to hear from you so feel free to email, call, or text any time about what is happening with you or your child or just to ask questions.

## *Media*

During lessons, group gatherings, recitals, and other events and performances, the studio reserves the right to use video recording and/or to take photographs of students for use in the studio newsletter, advertising materials, social media, lesson demonstration, YouTube and/or Vimeo, and studio owned websites. If you'd prefer we not share photos or recordings of your child, please notify us in writing.

At recitals and events, you are welcome to take photos and videos (and share them with us!), but please refrain from using flash photography during performances and only record your own child.