



Policies, Terms, Conditions & Procedures

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Enrollment & Commitment Policy

1. 3-Lesson Trial Package: New students may begin with a 3-Lesson Trial Package to experience lessons before committing longer-term.
2. Ongoing Lessons: After completing the trial, students are encouraged to continue with regular weekly lessons. While there is no required long-term commitment, we recommend staying enrolled for 6 months or longer for best progress.

Withdrawal & Pausing Policy

1. 3-Lesson Trial Package: The 3-Lesson Trial Package cannot be withdrawn or paused once it begins. Payments are non-refundable.
2. Regular Private Lessons: Requires 4 weeks of lessons as notice to withdraw. Pausing also requires 4 weeks' notice (3 weeks prior to summer lessons in July). If less notice is given, remaining lessons are converted to make-up credits in accordance with the Missed Lesson & Make-Up Policy (provided at least 24 hours' notice per lesson).
3. Group Lessons: Cannot be paused or withdrawn mid-session. Payments are non-refundable.
4. External Group Lessons (e.g., Daycares, Churches, Etc.): Same policy as group lessons offered by RMI.

Payment Policy and Billing

1. 3-Lesson Trial Package: \$50 deposit required to hold the spot; billed upfront. No partial payments. Payments are non-refundable. Payments and deposits are non-refundable.
2. Regular Private Lessons: Monthly subscription with a \$50 deposit to hold the spot. Late payments (5+ days) incur a 10% fee. Payments and deposits are non-refundable.
3. Group Lessons Offered by RMI: \$50 deposit required to hold the spot; billed for full session. Late payments (5+ days after first class) incur a 10% fee. Extended payment plans available with added administrative fee.
4. External Group Lessons (e.g., Daycares, Churches, Etc.): Same as group lessons if parents are billed directly.
5. For Individual or group lessons not external, billing will take place:
 - a. On the day the deposit is laid down
 - b. On the first lesson day
 - c. If regularly scheduled lessons have already started the month before, payments will take place the second last day of the month for the next month's lessons.

Missed Lesson & Make-Up Policy

1. 24 Hours' Notice: Required to qualify for a make-up credit.
2. Make-Up Credits: Must be used within 45 days. Can be done through the member's portal (revolutionmusic.opus1.io), but if scheduled with a teacher for the same instrument, must be communicated to RMI Admin. Credits are non-transferable and cannot be used for another person.
3. No-Show Lessons: Lessons missed without at least 24 hours' notice are forfeit.

Attendance Policy

1. Consistent Attendance: Regular attendance is essential for steady progress, and respect for teacher's time
2. Communication: Absences not communicated at least 24 hours prior to the scheduled lesson are treated as missed lessons and are not eligible for make-up credits.
3. Punctuality: Lessons begin and end on time. Late arrivals reduce lesson time. Begin and end at scheduled times.

Rescheduling Policy

1. Final Approval: All reschedules can only be finalized through RMI Administration.
2. How to Request a Reschedule: Can be done manually through the member's portal (revolutionmusic.opus1.io), or Text (587) 206-7243 with the student's name and available times. If a teacher has suggested a time, include that in the message.
 - a. Studio Hours: Rescheduled lessons must occur during RMI's operating hours:
 - Mon–Thu: 9 AM – 9 PM
 - Fri: 9 AM – 8 PM
 - Sat: 10 AM – 5 PM
 - Availability: Reschedules are subject to teacher and studio availability.

Communication Policy

1. Email: office@revolutionmusicint.com (use for administrative questions unless directly involving the teacher).
2. Phone/Text (Administration): (587) 206-7243 or (587) 400-5610 for scheduling, payments, and quitting lessons.
3. Text (Teachers): Only for direct lesson-related issues (e.g., running late).
4. Scheduling/Quitting: Must be texted to (587) 206-7243. Include the student's name; RMI will call back if needed.

Behaviour and Respect Policy

1. Respectful Communication: Students and parents must communicate politely and respectfully with teachers and RMI administration at all times.
2. Punctuality: Lessons begin and end at scheduled times; late arrivals will not extend lessons.
3. Following Teacher Guidance: Students are expected to follow instructions and participate fully in lessons.

Lesson Structure Policy

1. Lesson and Homework Plans: Students will have lesson/homework plans provided in a folder connected to a Google Drive account. Lessons may also be printed.
2. Parent Involvement: Parents must be present at least 5 minutes before the end of the lesson to review homework and progress with the teacher.

Lesson Materials Policy

1. Purchase of Materials: All lesson materials (books, sheet music, practice resources) must be purchased directly from RMI unless RMI instructs parents otherwise.
2. Parent-Purchased Materials: In rare cases, RMI may request parents to purchase specific materials from a third-party source.
3. Usage Rights: Materials purchased through RMI are for the student's personal use only and may not be shared or copied.

Equipment Responsibility Policy

1. Student Instruments: Students are responsible for bringing their own instruments and necessary accessories.
2. At-Home Equipment: Students must have the appropriate instrument and materials available at home to support progress.
3. Lesson Materials: All lesson books and sheet music purchased from RMI must be brought to every lesson.
4. Damage or Loss: RMI is not responsible for the loss or damage of student-owned instruments or materials.
5. If a student does not have an instrument, one can be rented from RMI if in stock. If this is the case, the instrument must be returned in good condition. If not, the renter will assume the cost of the damage.

Photography and Recordings Policy

1. Promotional Use of Photos/Videos: RMI may take photos or videos for promotional purposes. Consent is assumed unless parents notify RMI in writing to decline. First names only are used except for recital videos, where full names may be used.
2. Student Recordings: Students may record lessons only with teacher permission.
3. Teacher Recordings: Teachers may record lesson segments for educational purposes.
4. Privacy Respect: RMI will not use full student names in promotional materials outside of recital videos without written permission.

Online Lessons Policy

1. Technology Requirements: Students should have a stable internet connection, working camera, and microphone.
2. Camera and Audio: Cameras must remain on unless otherwise agreed with the teacher.
3. Technical Issues: No refunds or reschedules for technical issues on the student's side. Teacher issues result in reschedule or make-up credit.
4. Professional Boundaries: Online lessons must maintain the same professional standards as in-person lessons.

Safety and Emergencies Policy

1. Emergency Contact Information: Parents must provide accurate emergency contact info upon registration.

2. Medical Emergencies: RMI will contact emergency services and notify parents if needed.
3. Incident Reporting: Accidents must be reported to RMI Administration.
4. Safe Lesson Environment: Parents are responsible for ensuring a safe, distraction-free lesson area.

Liability Waiver Policy

1. Assumption of Risk: Parents acknowledge music lessons carry a small risk of injury.
2. Waiver of Liability: Parents agree RMI is not liable for injuries or damages during lessons or events.
3. Responsibility for Equipment: Students are responsible for their own instruments and equipment.
4. Consent to Policy: Enrollment constitutes agreement to this waiver.

Annual Calendar Policy

1. Statutory Holidays: RMI follows Alberta statutory holidays. Lessons are not held but are billed as part of the monthly rate, averaging 4 lessons per month.
2. Christmas Break: 2 weeks, Saturday before Christmas through the Sunday two weeks later.
3. Spring Break: 1 week, Saturday through the following Sunday.
4. Billing: Standard monthly rate regardless of specific month lesson count.
5. Teacher Vacation Policy
 - a. Applicability: Applies only during September–June school year. Summer lessons are case-by-case.
 - b. Planned Absences: Covered by substitute teacher, reschedule, or make-up credit.
 - c. Notice to Students: Parents will be notified of teacher vacations in advance.
 - d. Billing: Lessons are still billed as they are covered, rescheduled, or credited.

Weather and Emergency Closures Policy

1. Severe Weather: Lessons may be offered online, rescheduled, or credited as a make-up.
2. Unforeseen Emergencies: Lessons may be rescheduled or credited, as deemed by RMI Admin.
3. Notification: Parents will be notified via text or email.
4. Billing: Lessons are still billed since they are covered, rescheduled, or credited.

Policy Acknowledgement

By enrolling in lessons with RMI, parents/guardians and students agree to follow all policies and procedures. Enrollment constitutes full acceptance of these policies.