

BASA

The Bolton Academy of Spoken Arts

Policies and Guidelines: Fall 2025

Student ID at BASA

To help identify and ensure registration accuracy, each student is assigned an unique BASA Student ID. Your student ID at BASA will be in the format first name + last name + birthday (mmddyy) with all lowercase and no spaces in between. ie: Student ID for John Doe born on September 31, 2008 is johndoe093108.

Class Format

BASA will be offering classes in 3 different formats for Fall 2025:

1. Online only: all classes will be delivered via Google Meet. To set-up the online classes, BASA Administration will invite students to a Google Calendar Event with the Google Meet link. Please ensure you provide BASA the Gmail account the student will be using for class prior to the first day of class. If you need assistance with Google Meet, please contact BASA Administration.
2. Hybrid classes: Classes can be either online or in person depending on the client's preference. If either the student or teacher are symptomatic, the class will be required to be online. To set-up the online classes, BASA Administration will invite students to a Google Calendar Event with the Google Meet link. Please ensure you provide BASA the Gmail account the student will be using for class prior to the first day of class. If you need assistance with Google Meet, please contact BASA Administration.
3. In Person only: this applies only to our in person group classes. All classes will be delivered in person. If the student is symptomatic, they need to miss class. Unfortunately, no refunds or credit will be provided for missed group classes.

Studio Safety/Disease prevention plan

The safety of our community is of the utmost importance. BASA follows guidelines and restrictions set out by the Provincial Health Office and Vancouver Coastal Health. Office safety plans may be adjusted accordingly to new rules and regulations at any time in the term.

Everyone entering the studio acknowledges they are not displaying any of the following systems:

- New or worsening cough
- Shortness of breath or difficulty breathing
- Temperature equal to or over 38°C
- Feeling feverish

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- Chills
- Fatigue or weakness
- Muscle or body aches
- New loss of smell or taste
- Headache
- Gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- Feeling unwell
- Runny nose, sneezing or sinus problems
- Conjunctivitis

Classes will be canceled immediately for any student displaying any of the above systems. No refunds or credit will be provided for the canceled classes due to students displaying the above systems.

Class Schedules and Consultation

Efficient scheduling at BASA means that it is important for students to arrive on time for their lessons. Additionally, in order to detail progress and homework (as well as model social conversation), each private class includes 25 minutes of instructional time and the opportunity for parents to debrief with the teacher. In order to ensure classes run on time, teachers do not have more than 3 minutes to speak with parents.

Dialogue and engagement are important aspects of classes at BASA, and we encourage all parents to participate. If parents or caregivers are not able to meet at the door of the classroom, we expect parents/caregivers to clarify expectations with their child as to what to do upon the conclusion of the class. Children under the age of 10 should not be left unattended in the studio space.

If you would like to discuss something in depth, we recommend that you initiate the conversation at the beginning of the class or contact the office or teacher by email, and the instructor will be happy to respond promptly. We encourage all parents and students to bring forward any comments or concerns.

Commitment

At the beginning of your first session, we will provide a schedule of your classes. We ask that you check this schedule to ensure that you will be able to attend every class. If you plan to miss a private class, please inform your instructor. Make-up classes will be offered at the discretion and availability of the instructor but are not guaranteed. There will be no make-up classes offered for sessions missed in the last two weeks of each term. Due to the collaborative nature of group classes, there are no make-up classes for any group classes missed at any point in the term. No credits or refunds are provided for classes missed by the student.

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In the event that your teacher is absent, we reserve the right to arrange for another instructor to deliver your lesson at your regular class time without prior notice. If we are unable to arrange for another instructor to deliver the lesson at your regular class time, and your class is canceled as a result, we guarantee that your class will be made up at an alternate time. If we are unable to schedule a makeup class by the end of term, you will receive a tuition credit for the cost of that class.

Student Absence Policy (Private Lesson)

If you plan to miss a class, please inform your instructor. If your instructor can find a suitable time, they will arrange a make-up session, but classes missed by the student are not guaranteed to be made up.

Student Absence Policy (Group Class)

We are unable to offer make-up classes or refunds for any group classes that are missed, so please ensure that you are able to make it to all classes.

New Students - Registration and Tuition

Tuition is due at the time of registration. All regular term (Fall, Winter and Spring) tuition fees include a \$150 Registration fee. Registration is finalized when BASA Administration has confirmed your order. If the class spot becomes unavailable, we will contact you to make alternate arrangements, and if no alternate time is found, we will provide a full refund for your payments.

Returning Students - Re-registration and Tuition

Current students receive e-mail instructions on how to re-register for the following term. BASA Administration reserves the right to remove students from their spot if we do not receive payment by the stated deadline. We are able to accept payment via cheque, e-transfer or online through Quickbooks Online. Returned cheques will be subject to a \$25 administration fee.

Cancellation Policy

Canceling a Fall 2025 class before July 31st:

You will receive a refund for the tuition paid minus a \$200 fee per half hour private spot or per group class spot.*

Canceling a Fall 2025 class between August 1 - December 15th:

No credits or refunds for cancellations.

Refunds will be provided via e-transfer. Please provide the email address you would like the e-transfer sent to.

* Please note that credit card processing fees and New Registration fees are non-refundable.

Change of Personal Information

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For a variety of reasons, it is important that we be able to contact you. Please keep us up-to-date with any changes in address, phone number, email, et cetera.

Reference Letters

BASA instructors will consider requests for reference letters, with a minimum of three weeks' notice. If you require the reference letter to be in a specific form, please provide the instructor with the necessary paperwork at the time of your request. In addition, we require students to have taken classes at BASA for at least one term before we are able to consider providing them with a letter of reference.

Image and Material Usage

Photographs, video images, voice recordings, artwork, and written work produced by BASA students may be used in various promotional materials to showcase student achievement and BASA activities to other students, parents/guardians, staff, and the greater BASA community. The promotional platforms include, but are not limited to: flyers, brochures, posters, videos, published student anthologies, the BASA website, and social media platforms. We reserve the right to use these materials without further permission from parents. If you do not want your child's image or material to be used, please notify us via email: info@theboltonacademy.com.