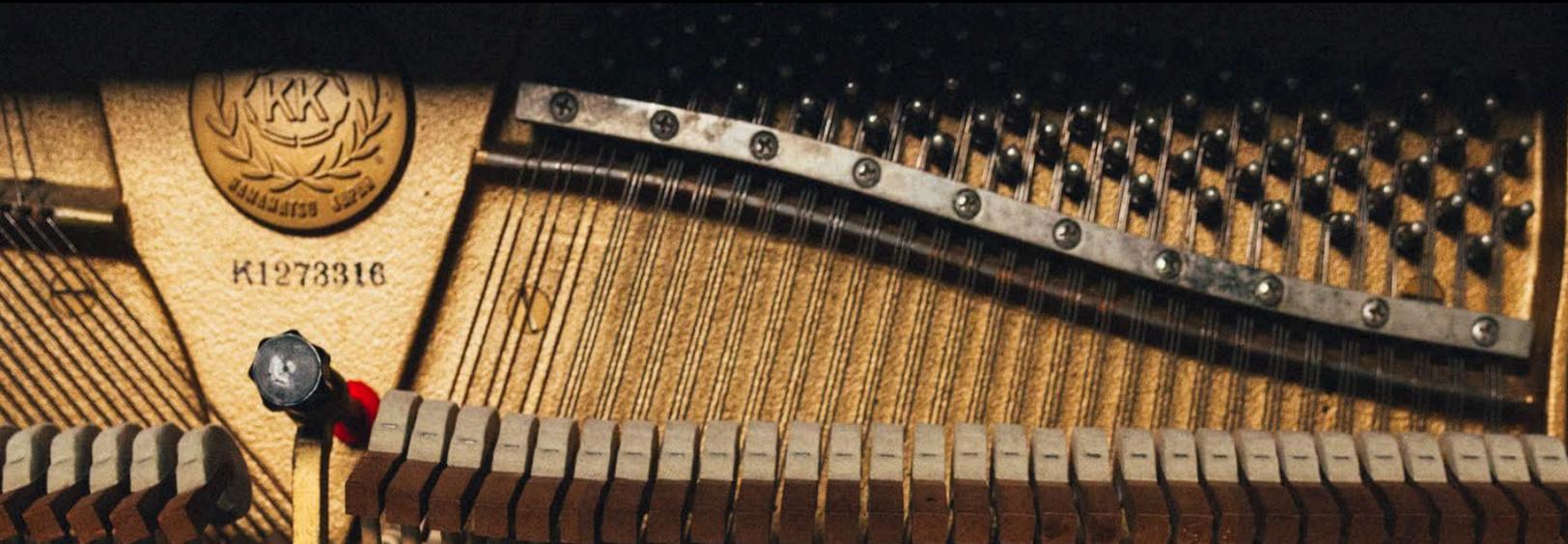




Xavier's
School of Music



Studio Policy 2022



Your musical journey awaits...

We're so excited that you have chosen to study with us! Choosing a music school can be a tough decision, as there are so many good places to choose from.

At Xavier's School of Music (XSOM), we demonstrate a more personal, tailored level of teaching, where all students are given the proper attention they need to achieve their musical dreams. We always make sure to teach our students what they want to learn, rather than forcing an existing curriculum upon them. Our detailed statement of teaching philosophy can be found on the next page.

Referral Program

Did you know that Xavier's School of Music has a referral program? Parents and students are highly encouraged to refer their friends and family to enroll in music classes at XSOM! **Both the referrer and referee shall receive one free class (provided that the referee signs up for at least 1 month of classes).** This offer is valid for every student that is referred. For example, if you refer two students, you will receive two free classes and each of the students you referred will receive one free class. Simply send an email to info@xaversmusic.com with the name and contact information of the person whom you would like to refer!

Helping
students
achieve
their
musical
dreams,
one note at
a time.

Statement of Teaching Philosophy

Music is the only language that doesn't require translation. Everyone can speak a language, but the language of music comes as an inspiration from deep within an individual. Inspiration is the spark which creates the interest to learn and the desire to achieve one's goal. While adapting to each student's individual style, our goal is to establish a strong musical foundation in a fun, interactive and inspiring way.

Xavier's School of Music accepts students from all walks of life, because we believe that it is never too late to journey into the world of music. Our private lessons revolve around the internationally-recognized RCM Syllabus, although students also have the option of learning material outside this curriculum.

Not all students learn the same way, and each student has his/her own unique learning abilities. When a new student starts music lessons, the teacher spends some time getting to know him/her, then makes an assessment of the individual's strengths and struggles, and continues to develop the student's capabilities while targeting the areas of concern on a regular basis. For example, a piano student who is having trouble keeping the wrists up and fingers curled, can be given several hand and finger strengthening exercises to enhance his/her playing technique in a fun and interactive way. Or a student who is having difficulty in ear training may be asked to listen to a favourite song many times (jazz, pop, classical, etc.) and then play back a short passage of the main melody with some help, thus greatly strengthening the ear technique while having fun.

Students will develop a strong foundation in the fundamentals of music including new repertoire, technical exercises, sight reading and ear tests, and a theoretical component in every lesson. With this acquired knowledge, the student can address his/her short and long term goals, including anything from wanting to play an instrument as a hobby, to possibly starting a career in music.

Xavier's School of Music welcomes you into our community and we wish you all the success that music has to offer!

“Music is the only language that doesn't require translation.”

~ Nathanael Xavier
Founder and Director of XSOM

2022 Studio Policy

1. Payments

Monthly Subscription

From September 1st, 2022, all payments shall be made monthly in advance **as a subscription through the XSOM website**. You will receive an invoice at the end of each month for the following month. **We will no longer be accepting etransfers. This is to ensure that payments are made on time.** All monthly subscriptions will include 4 lessons, where each lesson would typically take place once a week. On certain months with 5 weeks, you will need to pay for an extra class *in addition to your monthly subscription*. Please note that extra classes must be paid for within the first 7 days of the month. You can purchase your monthly subscription as well as an extra class on our [Plans & Pricing page](#). For the months of December, July, and August, you will be sent a custom invoice based on your availability, and **you will receive a refund for any lessons not attended during these months**. This is to accommodate the Christmas and summer holidays each year. Alternatively, if you know that you will be away for an extended leave of absence longer than 2 weeks, please contact us and we will pause your subscription and provide a refund if necessary.

Lesson Rates

The following prices will be in effect for **students who enroll in lessons from January 1st, 2022 henceforth**. Please note that if you would like a teacher to come to your home for lessons (that is, each lesson will take place in the *student's home*), a **\$10.00 surcharge will apply for each lesson**:

Lesson location	30 minutes	45 minutes	1 hour
Online/Teacher's home	\$25.00	\$37.50	\$50.00
Student's home	\$35.00	\$47.50	\$60.00

2. Class Cancellations

Simplifying Cancellations

From September 1st, 2022, we will no longer be giving credits for cancelled classes. All class cancellations must be made by the parent/student at least a day before the lesson. If a class is cancelled at least a day in advance, you will be required to schedule a makeup lesson with your teacher and you will have until

“Music is
an
agreeable
harmony
for the
honour of
God and
the
permissible
delights of
the soul.”

~ Johann
Sebastian Bach

“A painter
paints
pictures on
canvas. But
musicians
paint their
pictures on
silence.”

~ Leopold
Stokowski

the 7th of the following month to do so. If a class is cancelled on the day of your lesson, **for whatever reason (including sickness)**, you will still be required to schedule a makeup lesson with your teacher by the 7th of the following month (no credit will be given). If **no attempt has been made** to reschedule a makeup lesson by the 7th of the following month, unfortunately, this class will be forfeited and no refund shall be given.

For example, take the month of September 2022. You have decided with your teacher to have lessons every Friday. If you decide to cancel the class on the last Friday of the month (September 30th), you will have until October 7th to makeup this lesson with your teacher. We strongly recommend avoiding cancelling a class except as a last resort. Cancellations should be communicated with your teacher **and** XSOM administration. If you know that you will be on an extended leave of absence (more than 2 weeks), please contact XSOM admin immediately.

Makeup Lessons

We know that parents, students, and teachers are very busy which is why you have the following options when it comes to scheduling a makeup lesson:

- a) **Choose another day of the week to have your makeup lesson.** For example, if you typically have lessons on Fridays, you are free to have your makeup lesson on another day of the week (provided that your teacher is available).
- b) **Combine your makeup lesson with your regular lesson.** For example, if you typically have lessons on Fridays, and your lessons are usually 30 minutes long, you can have a 1-hour lesson on the following Friday which would count as a makeup lesson (provided that your teacher is available).
- c) **If none of the above options are available, as a LAST resort, XSOM will arrange a substitute teacher for your makeup lesson.** Please reach out to us via email as soon as possible if you need to request a substitute teacher. Substitute teachers may only be requested if your regular teacher is unable to have a makeup class for whatever reason.

Please note, if you (the student/parent) cancel a lesson, it is **your responsibility** to contact your teacher and arrange for a makeup lesson. If your teacher cancels a lesson, they will be responsible for scheduling a makeup lesson with you. In the rare event that your teacher is unavailable to reschedule a makeup lesson, please contact XSOM admin (info@xaviersmusic.com) and we will provide a substitute teacher for the makeup lesson.

“Music produces a kind of pleasure which human nature cannot do without.”

~ Confucius

3. Lateness and Homework

Lateness

Lateness for any reason will not be allowed. If you are commuting to your teacher’s home, please give yourself ample time (taking into consideration traffic and weather conditions). For online lessons, please make sure your devices have been sufficiently charged so that they do not die in the middle of the lesson, and please give yourself ample time to set up the lesson space. The teacher will not make up time lost if a student is late. If there is a technical issue or extenuating circumstance, it is the student's responsibility (or the parent's responsibility if the student is under the age of 18) to contact the teacher immediately to explain the situation. Regardless of the reason, the teacher cannot guarantee that any lost time will be made up.

Homework

Students, it is expected that you complete the homework assigned to you each week. This also includes practicing your instrument. Students who fail to complete their homework will be given up to 3 write ups. If the student accumulates more than 3 write ups, the parents will be contacted and the teacher reserves the right to cancel the lesson.

In short, try not to miss your lessons, don't be late for your lesson, and complete your homework on time!

4. Other Matters

Dress Code

Students should come to their lessons dressed as if they were in a school. Please avoid wearing PJs to your lesson! If the student is found to be underdressed or wearing inappropriate attire, they may be asked to change into something more suitable. Unfortunately, this time cannot be made up.

Cell Phones

During a lesson, cell phones should be kept on silent mode so as not to pose a distraction. **Under NO circumstances will audio or video recording of the lesson be permitted, on any device.**

Drop off and Pickup (in-person lessons)

(For classes in the teacher’s home) Parents are **NOT** allowed to wait inside the teacher’s home regardless of the student’s age. Parents can drop off students for each lesson, and pick them up when the lesson is finished.

Stopping Lessons at XSOM

If you would like to stop lessons at Xavier's School of Music for whatever reason, you will need to notify XSOM admin **at least a month in advance**. You will be asked to complete an exit survey (a link to complete the survey will be emailed to you).

Guidelines for Online Lessons

For students who are taking online lessons, we ask that the following measures are taken into account to minimize distractions:

- Keep the lesson space clean, tidy, and well-lit
- There should be as little background noise as possible.
- A device with a large screen, webcam/front facing camera, and microphone (either built-in or external) is **recommended**, such as a PC, laptop, or regular-sized iPad. If none of these are available, Android or iOS phones can be used. **Please make sure devices are fully charged, as online video conferencing can use up a lot of battery.**
- If possible, have a backup device such as a phone, tablet, or laptop to use if your primary device fails during the lesson.
- Make sure you have a steady internet connection to minimize video/audio lag and other technical issues. It is recommended to stay close to your internet router during the lesson, if possible.
- Show up on time; make sure you give yourself enough time to set up the space prior to the lesson.
- Although not mandatory, it is recommended to use headphones during your lesson for better audio quality.

DISCLAIMER: By signing up for lessons at Xavier's School of Music, you agree to the terms and conditions stated in this studio policy. Failure to abide by these terms and conditions will result in termination of classes and no refund shall be given for any classes paid for.

Questions?

We're here to help! If you have questions at any time, feel free to get in touch with us:

Email: info@xaversmusic.com

Phone: 647-947-9237

Website: www.xaversmusic.com

“Sing praises
to the Lord
with the
lyre, with
trumpets and
the sound of
the horn
make a joyful
noise before
the King, the
Lord.”

~ Psalm 98:5