

Dempster Guitar Studio Policies

This is an agreement between (Student name or, if under 18, parent/guardian name) _____ and Stephen Dempster, owner of Dempster Guitar Studio (DGS), for lessons in guitar, band and/or songwriting.

1. Lesson Format: There are several ways lessons are delivered at DGS. The majority of lessons are delivered in groups of 2-3 students- so called “doubles and triples”. Students seeking more advanced study usually request to be a “private student”. Groups of 4 or more students are considered “Group Classes”. DGS reserves the right to add students, at any time, to any scheduled lesson/group if DGS deems the arrangement to be educationally beneficial to 1) both the group as a whole and 2) the individual student.

2. Teaching Calendar: Dempster Guitar Studio (DGS) operates year-round and is not guided by local School Board calendars/decisions. The end of the school year does not represent an end of operations for DGS. Typically, to accommodate summer vacations and other events, the lesson format will change to offer a more flexible schedule for the student. Therefore, it is neither expected nor assumed, that lessons will terminate during summer break.

3. Tuition Schedule: All tuition is paid in advance and is due the last week of each month for lessons in the following month. At the time of registration, students will pay either 1) a pro-rated tuition for the current month AND tuition for the following month or 2) two months tuition if registering at the start of the current month- after which tuition is due monthly.

4. Method Books/Photocopies: Any method book(s) recommended by DGS will be paid for by the student/parent or guardian. Photocopies of specific learning materials are 15 cents/page.

5. Overdue Tuition: No lessons will be given with overdue tuition. Late tuition fees will be charged interest at 5% per week overdue. Please note that there are no exceptions to this policy. DGS is a full-time music education business and derives its operating revenue solely from student tuition. Therefore, the timely payment of tuition is respectful of the services that DGS provides and its operations. However, circumstances can, and do, affect tuition schedules. In such situations, please make every effort to communicate with DGS quickly so we can solve the situation in reasonable time.

6. Missed Lessons: When a student schedules a lesson, DGS reserves a time for that student. Even if the student cannot be present at the lesson, the time allocated by DGS for teaching does not necessarily change. Consequently, no refunds or make-up lessons will be given for students missing lessons, whatever the reason. This includes general illness, conflicts with other interests/activities or transportation issues. Occasional exceptions to this rule may be granted at the discretion of DGS, but are not guaranteed.

7. Teacher Absence: In the event that DGS must cancel a lesson(s), DGS will provide the student with lesson materials to work on at home so as not to disrupt the learning schedule. This can take the form of written exercises, audio recordings, backing tracks or video lessons depending on what is appropriate. If I feel that none of the above is suitable for the student’s current situation, lesson credit will be applied toward the following month’s tuition.

8. Health/Medical Issues: a) It is the student’s responsibility (or the student’s parent/guardian if the student is under 18) to let DGS know of any health or medical problems that may affect lessons such as dyslexia, asthma or allergy which may affect breathing or communication for example. b) If a student is

sick enough to be home from school or work then please do not attend the lesson- it is unfortunate but the lesson will be forfeit. Especially during the traditional flu season, DGS will make available hand sanitizers for students. Please use them.

9. Lesson Times:

- a) Students must arrive on time to their lesson.
- b) You will be informed if you are the first student of the day and as such do not arrive too early.
- c) Group sessions will start on time, regardless if a student is late or not, for the benefit of students who have arrived on time.

10. Right to Discontinue Lessons: DGS reserves the right to suspend students for non-payment of tuition, inappropriate conduct, repeated absences/cancellations or lack of progress due to lack of practice. DGS reserves the right to withdraw any course or level of instruction at anytime without notice or liability other than to refund tuition fees received for lessons cancelled due to such withdraw.

11. Termination of Lessons: If you decide to terminate your lessons with DGS, you must provide two week's notice. You are required to pay tuition for this two week period (either as a separate payment or as a deduction from a currently made monthly tuition payment). All other monies, if applicable, will be refunded.

12. Payment Methods: Currently DGS accepts cash, check and post-dated checks. The majority of DGS clients prefer post-dated checks. We are working toward electronic payment systems for added convenience.

13. Weather Conditions: Please contact the studio if you are concerned about weather safety and travel to the studio. In the event of a winter storm, the studio is often still open as many conditions have improved by the time teaching begins in the late afternoon. Please do not assume that a school closure also means the studio is closed (See #2 above). Call 461.0256 or e-mail dgs6@eastlink.ca.

14. Communication: DGS relies almost exclusively on e-mail communication to students/parents/guardians. It is very important that DGS has an active student e-mail address on file and that the student checks that address often for information and additional lesson material, backing tracks, bonus lessons etc..

I look forward to working with you. If you have any questions, concerns or comments, please contact me at 461.0256 or by e-mail at dgs6@eastlink.ca.

Please sign below to acknowledge that you have read and understand these policies and return this form to DGS. **No lessons will be provided until this form is signed and returned.**

Student/Parent/Gaurdian _____

Date: _____

Policies subject to change as needed; you will be notified 1 month in advance of any changes.