

TIMMINS SYMPHONY ORCHESTRA MUSIC SCHOOL POLICIES AND PROCEDURES

1. **Attendance – Teacher’s Absence**

Lessons lost due to a teacher’s absence must be made up by the teacher.

2. **Attendance - Student’s Absence**

Lessons lost due to student’s absence cannot be reimbursed or rescheduled.

3. **Withdrawal from Music Lessons**

A student will have three weeks to withdraw and receive a refund during any semester. The refund will cover the full fee for the term, minus the cost of the three weeks lesson. After the completion of three weeks the student is financially responsible for the rest of the term.

4. **Payment of Fees**

Fees will be charged on a semester basis. Payment is due at the beginning of each semester.

5. **Emergency procedures**

In the event of an emergency all persons should exit the building and gather in the Scotiabank on Algonquin. If it is not safe to gather at the Scotiabank location the parking lot behind the music school should be used instead. A first aid kit is located in the cabinets of the restroom of the music school.

6. **Parent Complaints**

Parents are encouraged to speak directly to the teacher with regards to any complaint. If the complaint cannot be resolved the board oversight committee will be contacted.

7. **Faculty Complaints**

Faculty is required to foster an open and ongoing relationship with students and parents. Unresolved issues will be reported to a board oversight committee.

8. **Termination of Lessons**

A student may have lessons terminated if the payment procedure has not been observed and or parent/faculty issues cannot be resolved by any other method.

9. **Music Purchase**

Parents/students are responsible for obtaining and paying for the music required for student lessons.

10. **Extra-Curricular Activities**

Teachers are encouraged to enter appropriate students in Porcupine Music Festival and formal music exams.

11. **Porcupine Music Festival Week Lessons**

Teachers are encouraged to enter appropriate students in the Porcupine Music Festival. Students enrolled in Festival will have their festival participation and preparations considered a lesson for the festival week.

12. **Scheduling of Students**

Returning students will be given first priority at registration. Student lesson times are at the discretion of the teacher.

13. **Payment for Rehearsals and Extra Lessons**

All fees paid to faculty for their contracted specialties must be directed through the school.

14. **Payment for Accompaniment**

The Timmins Symphony School of Music cannot arrange for piano accompaniment or any other form of accompaniment outside of the contracted specialty of the faculty member.

15. **Change of Studio**

Parent/student requests for a change of studio will be allowed if agreeable to both teachers and if studio space is available.

16. **Harassment and Student Protection Policies**

The TSO provides a work environment that respects the dignity and worth of all employees and students which is free from any form of harassment. The TSO has a harassment and student protection policy on file in the Timmins Symphony office. A copy can be requested of this document at any time.

17. **Confidentiality**

The TSO has, as part of its Policy and Procedure manual, a confidentiality protection policy on file in the Timmins Symphony office. A copy can be requested of this document at any time.

The Timmins Symphony School of Music’s complete policy and procedure manual is available upon request.

SIGNATURE PARENT/ STUDENT: _____

DATE: _____