



High Quality Vocal Education, Performance & Confidence Development, and a Supportive Musical Community to last a lifetime!

Our Policies

Commitment Expectations

All students are expected to participate in our Performances, Tech rehearsals and Dress rehearsals. These dates are listed at the start of each term under the 'Important Dates' section of our website. Please ensure that these dates are a priority and that you/your registered minor child can commit to these events before enrolling into the Showcase or Company program.

All singing students are expected to have excellent attendance. If a singing student shows a lack of commitment, such as missing a significant number of classes without medical or family emergency reasons, they may be removed from their spot in the upcoming showcase. Excellent attendance is vital for progression in a performer's education and becomes increasingly more important as we near our showcases. Please ensure you/your child can commit to attending classes regularly before registering for our program.

Attire Expectations

All performers will be asked to wear make-up for performances. Make-up is worn to enhance the features of the singer under stage lights. Please ensure that you have practiced makeup application ahead of time if stage makeup is new to you.

Our Performance uniform for the vocal **groups** are mandatory and cost \$50 CAD. The costume is a sequined blazer and is expected to be worn with a tidy black top, black bottoms and black shoes. Costumes will not be distributed until the amount is paid in full. Please make sure that your blazer does not get damaged and do not wear your blazer outside of performances. If your blazer gets damaged, you will need to reorder the same blazer for \$50 with an additional \$10 fee. If you or your child choose to no longer continue with our program, you may choose to sell your blazer to us for 50% of what you purchased it for (\$25). Although Sound Vocals has an official performance uniform, there may be circumstances where certain shows or competitions require alternative costumes to be purchased. We will always try to keep these costs as reasonable as we can for our clients.

Behaviour Expectations

Sound Vocals is an educational organisation that has a zero tolerance for bullying, foul language, or any level of disrespect towards staff or other clients. If you have a concern, we value it and want to hear about it so we can make your experience the best it can be. That being said, please voice your concern to us respectfully and not in front of others, as this can quickly create a negative culture that effects the morale of those around you. If a student in one of the vocal groups is engaging in any disrespectful behaviour, they will be given a warning and if they continue behaving in an inappropriate manor, they may be asked to sit in the lobby for or the remainder of the class. If the student develops an ongoing pattern of poor behaviour towards staff or other students, they may be expelled from the program, however, this action will only ever be taken as a last resort.

Tuition, Fees and Payments

Majority of performances will include ticket sales. We always do our best to make these tickets as affordable as possible, while also ensuring that our venue, sound engineers, lighting engineers, hosts and all other staff members are provided with fair compensation for their time and services.

Terms are 10 weeks long and you can choose to pay the full amount, or 50% of the term's tuition fee a week before the first lesson of the term. The remaining term's fee will need to be paid **before** the fifth lesson of the term. No lesson will be provided that has not been paid for prior.

If your *teacher* has been absent, you will either be provided with a substitute teacher or given a make up lesson. However, if *you* have missed a lesson there is no guarantee that your teacher will be able to provide you with a make-up lesson, this will be completely dependent upon your teacher's schedule.

At Sound Vocals we accept payments via cheque, cash, and e-transfer. All cheques and cash must be given to your vocal coach directly and be secured in an envelope that is labelled with the student's name, date, and payment details or it will not be accepted. E-transfers can be sent to contactsoundvocals@gmail.com. Please **ALWAYS** include the date and the student's full name in the description of your e transfer.

Invoices:

Invoices will be issued upon emailed request.

Refunds:

As much of our term and showcases are planned around the number of registrations that Sound Vocals has received, there will be no refunds. No exceptions. This includes costumes, show tickets and all other purchases.

PARENT/GUARDIAN SIGNATURE

DATE