

Policies

Missed lessons/Cancellation policy

In the case that the student is paying for lessons by month/term/year and misses a class or lesson, it is the student and parent's own responsibility to arrange for a make-up lesson within 30 days of the missed lesson.

If the lesson is not made up within the 30 days, the student and parent agree that they forgo that missed lesson.

Monthly lesson payments

Monthly lesson payments must be paid by the first week of the month being paid for.

These payments pay for lessons that occur between the first day of the month and the last day of the month. If lessons for the student are beginning in the middle of the month (ex. If you begin your lessons a week or two into a month), the parent/student must arrange with the instructor to do partial payments for the remainder of that month. The student/parent will then begin paying normal monthly payments the first week of the following month.

Class code of conduct

Teachers/students/and staff of Whispering River Orchestra will treat each other with respect. We are here to make music as a community, and to learn and grow together.

Students show their respect to teachers by:

- Practicing as arranged with your teacher
- Bringing a notebook for notes on practice routines, advice etc. to every lesson
- Arriving to lessons and rehearsals prepared and on time
- Bringing your printed music to lessons
- Actively listening and contributing during lessons and rehearsals

Teachers/instructors of Whispering River Music show respect to students by:

- Teaching to the needs and skills of each individual student
- Teaching towards supporting student excellence
- Responding to students needs and concerns
- Regular communication with parents and students
- Teaching and treating students with equity

Teachers/conductors/clinicians have the right to insist on good behaviour, practice routines, and respect from students, orchestra members and their colleagues on staff.

Racist remarks/jokes, or remarks/jokes based on sexism or gender will not be tolerated. Abusive language or behaviour from or towards teachers/instructors/summer students will not be tolerated from or towards teachers/students/ summer students/parents/guardians or any member of our musical community.

Instrument Care/Handling Policy

Students will be responsible for the care and maintenance of their own instrument(s), including costs for replacement strings, rosin, shoulder rests, cello straps and any replacements / repairs made to the instrument. This requires care and dedication from students and their parents / guardians.

The care of any instrument(s) that are borrowed/rented from Whispering River Music will be the responsibility of the student and parent/guardian. Any costs for repairs and maintenance for the rented/borrowed instruments will be determined by Whispering River Orchestra after a professional evaluation made by WRO in consultation with our choice of luthiers, and paid for by the renter/student/parent/guardian of the instrument.