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2017 2018

Student Policy Handbook

Bravo Academy for the Performing Arts
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Student Policy Handbook 2017 2018

Bravo Academy for the Performing Arts is committed to providing high quality performing arts education to students of all ages and levels. Our aim is to assist students in building confidence through the development of skills in music, acting, and dance, and to provide a positive and enjoyable learning environment in which to practice these skills. Bravo Academy's administration team members are readily available to parents and students to answer any questions or concerns.

About the Handbook

The purpose of this handbook is to provide parents and students with a detailed list and outline of school policies, events, holidays and school closures.

Bravo Academy Academic Year

Private lessons operate on a 37 (Monday) or 38 (Tuesday-Saturday) lesson academic year. This is broken down into four terms. Group programs are held in four sessions, Fall (September-December), Winter (January-April), Spring (April-June), and Summer (July-August). Private Lessons are held from September through June.

Student's Corner

Student's Corner is a password-protected area of our website for students involved in our Troupe, Music Theatre or Acting Classes. In Student's Corner, you will find class schedules, show information, teacher contact details, and other important information pertaining to your program. Students are expected to check Student's Corner on a weekly basis. Please find the link for Student's Corner in the upper-right-hand corner of the Bravo Academy homepage.

Customer Portal

The Customer portal is a password-protected section of our website where families can update and check their accounts, class details, school policies, the calendar and print out receipts. Please find the link for Customer Portal in the upper-right-hand corner of the Bravo Academy homepage. To access your account, use the e-mail given to Administration during Registration, whereupon it will prompt you to create your own password.

Holidays and Special Events

Bravo Academy is closed on all statutory holidays. Lessons that fall on Statutory holidays will be made up by each instructor.

Labour Day - Sept 4

Private Lessons Begin - Sept 5

Thanksgiving - Oct 9

Winter Private Lesson Recital - TBD

Christmas Break - Dec 23-Jan7

Private Lessons Resume - Jan 8

Family Day - Feb 19

March Break - Mar 12-16

Good Friday - March 30

Easter Monday - April 2

Victoria Day - May 21

Spring Private Lesson Recital - TBD

Private Lesson Make-up Week - June 18-30

Photos and Recording

Bravo Academy for the Performing Arts reserves the right to use photographs/video material of the participants for promotional purposes such as website, brochures, displays and in house archives (staff, students, parents). All personal information collected will be used for Bravo Academy's purposes only.

Parking

Free parking is available for all students and parents located on the north and south end of our building. We ask that you be careful of pedestrians and courteous of other vehicles.

Lost and Found

Bravo Academy will keep items left behind for a period of two weeks in the Lost and Found box. Bravo Academy is not responsible for items lost on the premises. The Lost and Found box is located in the coat/boot room of Bravo Academy.

Food

Bravo Academy is a peanut, nut and gum-free facility, although the school cannot guarantee the absence of allergens at any given time. No food or drink is to be consumed in the studios; only water.

Costumes

For Music Theatre and Acting classes, Bravo Academy supplies all main costume pieces. Students are responsible for shoes and various other minor items. The list of minor items required for each class is sent out and posted to Student's Corner in advance of all productions.

Footwear

Outdoor shoes are not permitted in the studios at Bravo Academy. Bravo Academy asks that all outdoor shoes and boots be removed at the front of the school 'and placed in the coat/boot room (instead of 'on a shoe rack/tray.

Students are responsible for their own proper footwear for the different classes or shows with which they are involved. Footwear requirements are available upon request, but will always be reviewed on the first day of class and posted in Student's Corner. Proper footwear is essential to ensure students' safety in music theatre, acting and dance.

Liability - Release - Waiver

Students, parents and guardians agree to release, indemnify and hold harmless Bravo Academy for the Performing Arts and the employees and contractors, from and against all claims of injury, damage or loss of any kind whatsoever arising out of the participation in any activities associated with Bravo Academy for the Performing Arts.

Regular Private Student

A Regular Private Student is a student who has a time slot reserved on a specific day and time each week with the same teacher. Regular students are given the opportunity to perform in semi-annual recitals each year and take part in Master Classes.

Lessons are available for all ages and levels (beginner to ARCT) and in all styles including classical, pop, and music theatre. Preparation is available for Royal Conservatory of Music (RCM) or Conservatory Canada (CC) music exams, university entrance preparation, auditions, opera or music theatre role preparation, competitions and music festivals. Beginner lessons take place once a week for 30 min. Intermediate to advanced student lesson times range from 45 min to 1 hr per week. Private lessons are designed to suit the needs of each individual student and students are encouraged to explore both the technical and creative sides of music. An average lesson includes instruction in: ear training, sight reading, technique, theory, studies/vocalises and repertoire.

Trial Lessons

Students who wish to enroll in Regular Private Lessons are entitled to one 15-minute trial lesson per instrument of interest. After a trial lesson, this slot will be held for one week, after which all registration materials and payments must be received or the slot will be reopened.

Registration and Payment for Regular Private Lessons

A regular private student is fully registered once the following materials are complete and submitted: 1) Signed Registration Form; 2) Annual Registration Fee (\$30 per student and \$50 per family); 3) Recital Accompaniment Fee (\$25 - voice students only); 4) Required to provide a valid credit card for tuition installments for the terms applicable (Term 1: Sept. 1; Term 2: Nov. 1; Term 3: Jan. 1; and Term 4: Mar. 1).

Note: Music lessons are exempt from HST. HST only applies to dance, acting, music theatre classes and camps.

Payment by Credit Card for Regular Private Lessons

Payment by Visa and MasterCard is accepted under the following conditions: 1) All fees must be paid on registration (no post-dated payment); 2) All fees are subject to a 3% Merchant Credit Card Fee.

Annual Private Lesson Recitals

All Regular Private Lesson students have the opportunity to perform in two formal recitals per year held in November and June. At all recitals, students are encouraged to invite family and friends to share their performance experience. A non-refundable annual \$25 accompanist fee is required for all voice and violin/viola students at time of registration.

NSF Details

A \$20 fee will be charged for all NSF cheques. A student is not able to continue with lessons unless all outstanding fees are fully paid.

Withdrawal/Refund from Private Lessons

Four weeks written notice is required if a student decides to terminate lessons for any reason. If a student must withdraw immediately, they will forfeit a fee equal to four lessons from the date of written notice. Bravo Academy will refund any remaining tuition beyond the 4 weeks and return any postdated cheques. All makeup lessons must be made up by this time or the lessons will be forfeited. Refunds will be mailed within 3 weeks of the student's last lesson date.

Casual Private Student

For students who are not registered in Regular Private Lessons or Group Programs at Bravo Academy, but want to take occasional lessons, the “casual student” option is available. Lessons are booked with a specific instructor based on the instructor’s availability. A casual student is not committed to a specific time slot and books lessons on a casual basis with the teacher as available. A casual student lesson time is guaranteed if it is booked with a minimum of one week notice. Casual students are able to take part in Master Classes.

Registration and Payment

A casual student is fully registered once the following materials are submitted: 1) Signed Registration Form; 2) Required fee for the individual lesson or lesson pack. Fees must be paid 48 hours in advance of the lesson in order to confirm the time slot.

Make-up Lessons

Any casual lesson booked will not be made up, and fees will be forfeited, if cancelled with less than 48hrs notice. If it is cancelled with more than 48hrs notice, the lesson can be rescheduled. If a rescheduled lesson is cancelled, no further time will be made up, and fees will be forfeited.

Paying by Credit Card for Casual Lessons

Payments can be made by VISA and MasterCard. *Note: All fees are subject to a 3% Merchant Credit Card Fee.*

Coachings

Bravo Academy offers individual coaching sessions in voice, acting, and dance, for all Group Program and Regular Private Lesson students. These sessions must be booked through Administration and paid in advance. Fees are available upon request, and differ by instructor and length of coaching session.

Registration and Payment

A coaching is confirmed once the following actions have occurred: 1) Contacted administration and confirmed instructor and time availability. 2) Payment has been received. Payments can be made in person by cash or cheque, or electronically by Credit Card.

Fees must be paid 48 hours in advance of the coaching in order to confirm the time slot.

Make-up Lessons

Any coaching booked will not be made up, and fees will be forfeited, if cancelled with less than 48hrs notice. If it is cancelled with more than 48hrs notice, the lesson can be rescheduled. If a rescheduled lesson is cancelled, no further time will be made up, and fees will be forfeited.

Note: credit card payments for coachings are subject to a 3% Merchant Processing Fee.

Group Programs

Registration and Payment

A student is fully registered in a group program once the following materials are complete and submitted: 1) Signed Registration Form; 2) Annual Registration Fee (\$30 per student or \$50 per family); 3) Program fee(s) are paid in full at the time of registration. If registering for fall as well as winter and/or spring sessions at the same time, we require a \$35 non-refundable deposit (per class) at time of registration and/or credit card information for the remaining classes. For Winter Session (Jan. – Apr.) post-dated balance of program(s) must be dated Nov. 1, 2017; for Spring Session (Apr. - June) dated Mar. 1, 2018.

Group Program Withdrawal Policies

Written notice is required for all group program withdrawals. Any student who wishes to withdraw from a group program before the first day of class may apply their account credit to another class or private lessons, provided they enroll in the new program within the 2017/18 school year.

Refund policies: 1) Withdrawal before first day of class: A refund, minus an Administration Fee of \$35 and the Annual Registration Fee, will be available. 2) Withdrawal before the second class: A refund, minus the fee of one class, an Administration Fee of \$35 and the Annual Registration Fee, will be available.

Note: No refunds will be issued after the second class of the session.

Attendance

Attendance is an important factor in all of our group programs, as all productions are ensemble-based, and each student carries an equally important weight in the show. **It is recommended that students not miss more than two classes per session.** 1) Students should arrive dressed and ready to start class on time; 2) If a student will be away or late for a class, we request that the student call or email the school prior to the class so that adjustments can be made to the rehearsal schedule.

Note: Bravo Academy reserves the right to cancel any group class or camp due to insufficient enrollment. All tuition fees will be fully returned to the enrolled families.

Advanced Music Theatre Troupe Programs

There is a separate handbook for the Troupe programs (Junior, Youth, Studio and Teen). If you require a copy, please see administration.

Discounts

Regular Private Lesson Discounts:

1. 5% off 60min lessons (discount applied to Term 4 post-dated cheque).
2. Private lesson family/multi-class discounts (discounts will be applied to Term 4 post-dated cheque):
 - a. Register before September 1: \$50 discount;
 - b. Register before January 1: \$25 discount;
 - c. Register before March 1: \$10 discount

Group Lesson Discounts:

1. Multi-class/Family discounts:
 - a. 2nd enrollment: \$10 off
 - b. 3rd enrollment: \$15 off
 - c. 4th or more enrollment: \$20 off
- Note: Discounts are additive (e.g. if 3 classes are taken in one session the discount is \$25) There are no discounts on Troupe Classes.*

Summer and March Break

March Break/Summer Camps

All payments for camps are required in full in order to hold a space. Music Theatre Camps are designed for ages 7-12yrs and have extended care options.

Note: A fee of \$20 will be charged for all NSF cheques.

Refund/Cancellation Policy

All payments for camps are required in full in order to hold a space. A fee of \$20 will be charged for all NSF cheques. Written notice is required for all Camp withdrawals. 1) If a student withdraws from a camp eight weeks in advance of camp start date they will receive a refund minus a \$50 non-refundable administration fee. 2) If a student withdraws from a camp four weeks in advance of camp start date they will receive a refund minus a \$100 non-refundable administration fee. 3) If a student withdraws from a camp two weeks in advance of camp start date they will receive a refund minus a \$200 non-refundable administration fee. 4) No refunds are issued if a student withdraws with less than two weeks to the start of the camp.

Summer Private Lessons

Summer private lessons are available through July and August. Please contact us for more information.

Refund/Cancellation Policy

All lessons purchased must be used in the summer. Students must notify us with at least 48 hours' notice to cancel a lesson.

Note: A fee of \$20 will be charged for all NSF cheques.

Missed Lessons and Make-up Policy

Plus 24 Hours Notice

Regular Students can receive up to two make-up lessons per year (Sept-June) with more than 24 hours notice for any reason. (Note: If a student registers after Jan. 1 they receive only one +24 hours notice make-up lesson) If a make-up lesson is not possible, the fee for the lesson will not be refunded. If a student misses or needs to cancel a scheduled make-up lesson, another one will not be scheduled. A make-up lesson week is scheduled at the end of the year (Please see back page of this handbook for exact dates of make-up lesson week).

Less Than 24 Hours Notice

Students cancelling lessons with less than 24 hours notice forfeit the lesson time and lessons will not be made up.

Late

No lesson time will be made-up if a student arrives late for a lesson.

Teacher Absence

Bravo Academy reserves the right to have a supply teacher teach a lesson in the event a teacher is ill, absent or unavailable. If a lesson is cancelled due to a teacher's absence, the student will receive a make-up lesson for each lesson a teacher is away. If an instructor cancels any lessons or classes, the instructor is obliged to make up those lessons or classes. If an instructor plans to be away for an extended period of time, a supply teacher will be arranged.

Sickness

All student sicknesses are subject to Bravo Academy's 24 hours notice policy. Out of consideration for our teachers, who are performers and educators, as well as other students in the school, we ask that students who are sick consider staying home if they are contagious or very ill. In the event of ongoing or major illness, please contact administration immediately to make appropriate arrangements.

Holiday/Snow Day/School Closure

Lessons will be made-up in the event that lessons fall on a statutory holiday or are cancelled by Bravo Academy. All school closures will be listed on the school's website.

Bravo Academy Events

Lessons will be made-up in the event that lessons fall the same time a student is required to attend a Bravo Academy rehearsal or show for a Group Program.

Group Programs

No make-up lessons or classes will take place if a student misses any group class. A make-up lesson will take place in the event of a school closure or teacher absence.

Religious Holidays

All private lessons will be made up by a student's instructor in the event of a Religious Holiday. Students must notify their private instructor at least 24 hours in advance of the absence to take advantage of this policy.

Birthday Parties

Bravo Academy offers unique Birthday Party packages. Parties of up to 30 participants between the ages of 6-15 will have the opportunity to take part in either a Music Theatre, Acting, or Dance themed birthday party. Please contact administration for rates and available times.

Legend:

Holiday
(Make-Up)Holiday
(No Make-Up)Make-Up
Lesson week

2017/18 Private Lesson Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Term 1							
	4-Sep	1 5-Sep	6-Sep	7-Sep	8-Sep	9-Sep	10-Sep
1	11-Sep	2 12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep
2	18-Sep	3 19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep
3	25-Sep	4 26-Sep	27-Sep	28-Sep	29-Sep	30-Sep	1-Oct
4	2-Oct	5 3-Oct	4-Oct	5-Oct	6-Oct	7-Oct	8-Oct
5	9-Oct	6 10-Oct	11-Oct	12-Oct	13-Oct	14-Oct	15-Oct
6	16-Oct	7 17-Oct	18-Oct	19-Oct	20-Oct	21-Oct	22-Oct
7	23-Oct	8 24-Oct	25-Oct	26-Oct	27-Oct	28-Oct	29-Oct
8	30-Oct	9 31-Oct	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov
9	6-Nov	10 7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov
Term 2							
10	13-Nov	11 14-Nov	15-Nov	16-Nov	17-Nov	18-Nov	19-Nov
11	20-Nov	12 21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov
12	27-Nov	13 28-Nov	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec
13	4-Dec	14 5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec
14	11-Dec	15 12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec
15	18-Dec	16 19-Dec	20-Dec	21-Dec	22-Dec	23-Dec	24-Dec
	25-Dec	17 26-Dec	27-Dec	28-Dec	29-Dec	30-Dec	31-Dec
	1-Jan	18 2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
16	8-Jan	19 9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
17	15-Jan	20 16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
18	22-Jan	21 23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
19	29-Jan	22 30-Jan	31-Jan	1-Feb	2-Feb	3-Feb	4-Feb
Term 3							
20	5-Feb	23 6-Feb	7-Feb	8-Feb	9-Feb	10-Feb	11-Feb
21	12-Feb	24 13-Feb	14-Feb	15-Feb	16-Feb	17-Feb	18-Feb
22	19-Feb	25 20-Feb	21-Feb	22-Feb	23-Feb	24-Feb	25-Feb
23	26-Feb	26 27-Feb	28-Feb	1-Mar	2-Mar	3-Mar	4-Mar
24	5-Mar	27 6-Mar	7-Mar	8-Mar	9-Mar	10-Mar	11-Mar
	12-Mar	28 13-Mar	14-Mar	15-Mar	16-Mar	17-Mar	18-Mar
25	19-Mar	29 20-Mar	21-Mar	22-Mar	23-Mar	24-Mar	25-Mar
26	26-Mar	30 27-Mar	28-Mar	29-Mar	30-Mar	31-Mar	1-Apr
27	2-Apr	31 3-Apr	4-Apr	5-Apr	6-Apr	7-Apr	8-Apr
28	9-Apr	1 10-Apr	11-Apr	12-Apr	13-Apr	14-Apr	15-Apr
Term 4							
29	16-Apr	2 17-Apr	18-Apr	19-Apr	20-Apr	21-Apr	22-Apr
30	23-Apr	3 24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr
31	30-Apr	4 1-May	2-May	3-May	4-May	5-May	6-May
32	7-May	5 8-May	9-May	10-May	11-May	12-May	13-May
33	14-May	6 15-May	16-May	17-May	18-May	19-May	20-May
34	21-May	7 22-May	23-May	24-May	25-May	26-May	27-May
35	28-May	8 29-May	30-May	31-May	1-Jun	2-Jun	3-Jun
36	4-Jun	9 5-Jun	6-Jun	7-Jun	8-Jun	9-Jun	10-Jun
37	11-Jun	10 12-Jun	13-Jun	14-Jun	15-Jun	16-Jun	17-Jun
MU	18-Jun	11 19-Jun	20-Jun	21-Jun	22-Jun	23-Jun	24-Jun
MU	25-Jun	12 26-Jun	27-Jun	28-Jun	29-Jun	30-Jun	