



# REGISTRATION POLICIES

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## 1.0 General Registration

- 1.1 The conditions and terms herein are subject to amendment without notice.
- 1.2 All students must read and agree to the policies before completing registration at The Oscar Peterson School of Music (School) of The Royal Conservatory of Music (RCM).
- 1.3 Once your registration is complete, you will receive a confirmation of your registration by email.
- 1.4 For assistance with registration, please contact **Registration & Student Services** by email at [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) or by phone at 416-408-2825 during posted business hours.
- 1.5 Students may not commence instruction, whether private lesson or group class, until registration has been confirmed and payment has been processed. Students are not considered registered until payment has been received. A verbal agreement with your teacher and/or payment of a deposit does not constitute registration.
- 1.6 Students may not register for the next term or any additional lessons or classes until all outstanding balances are paid. Students who register with tuition outstanding for any previous academic years will be withdrawn from their course of study, and any fees paid will be applied to outstanding balances.

- 1.7 Students are registered on a first-come, first-served basis.
- 1.8 Late registration for all group classes is accepted up to and including the third week of classes, or the second week of classes for accelerated courses, subject to approval by the School.
- 1.9 Students who register late for group classes are responsible for paying the full tuition. Group class tuition is not prorated.
- 1.10 Late registration for all March Break and Summer Camps is accepted up to and including the first day of camp, subject to approval by the School.
- 1.11 Students who register late for March Break and Summer Camps are responsible for paying the full tuition. Camp tuition is not prorated.
- 1.12 Music Enrichment Program (MEP) students may be accepted throughout the academic year. MEP tuition fees are pro-rated according to the month of registration as applicable.
  - 1.12.1 If an appropriate theory, group class or ensemble is not available at the time of late registration, it is understood that the student may need to defer their theory/musicianship element to a subsequent term and will nonetheless participate in all components of the comprehensive program in the next academic year.
- 1.13 All students under the age of majority must have a parent or guardian listed on their account. Additional parents or guardians may be added to the account upon written request of any listed parent or guardian.
- 1.14 It is the responsibility of the parent/guardian or registrant to ensure compliance with age and/or skill prerequisites when registering for a group class with prerequisites posted. No exceptions will be made to the transfer and/or withdrawal policies due to failure to comply with posted prerequisites.
  - 1.14.1 Group class restrictions require students to have reached the indicated age as of December 31<sup>st</sup> of the current academic year, unless otherwise stated in the group class or camp course description.
  - 1.14.2 Camp age restrictions require students to have reached the indicated age as of the first day of the camp.
  - 1.14.3 Misrepresentation of a student's age for the purpose of entry into a group class or camp will be considered a breach of the [Student and Parent Code of Conduct](#). See section [8.0](#).
- 1.15 All instruction will take place in person at The Royal Conservatory of Music, 273 Bloor Street West, Toronto. Online instruction is not permitted unless approved by the School.

## 2.0 Communication

- 2.1 Email is our first line of communication with students. It is the responsibility of the student or parent/guardian to check their email for school updates and to ensure that their email account remains active and up to date with the School.
- 2.2 Students are responsible for monitoring their Oscar Peterson School of Music Student Portal for ongoing scheduling updates, by logging into their MyOPSM dashboard at <https://myrcm.rcmusic.com/>.
- 2.3 Please keep your online profile up to date and make any necessary changes to your contact information as soon as possible. Students can access their online profiles at <https://myrcm.rcmusic.com/>.

## 3.0 Fees

- 3.1 Fees are payable to The Royal Conservatory of Music. All monetary transactions are processed by the School and must be made through Registration & Student Services via our website at [rcmusic.com/opsm](http://rcmusic.com/opsm) or via invoice from [shop@rcmusic.ca](mailto:shop@rcmusic.ca). Students may not give any payment to teachers.
- 3.2 Tuition is due prior to the start of the program.
- 3.3 Each Academic Year, every student is subject to a registration fee at the time of their first registration. This fee covers administrative, and facility related expenses not directly funded by tuition.
- 3.4 Payment Plan
  - 3.4.1 A payment plan method is offered through [www.splitit.com/](http://www.splitit.com/) and is integrated into the checkout process on our website for applicable registrations over \$300.
  - 3.4.2 Selecting a payment plan represents a commitment to the full tuition amount, notwithstanding approved withdrawals as processed by the School.
  - 3.4.3 Tuition amounts are due in full prior to the last scheduled instruction date. Students selecting the payment plan option must select a payment term scheduled for completion prior to the final scheduled date of the instruction for which they are registering. Registrations in contravention to this may be cancelled at the School's discretion.
- 3.5 Credits on file must be redeemed within one (1) academic year of issue. Credits are transferrable to immediate family members only. Credits may only be used towards Oscar Peterson School of Music fees.
- 3.6 Only one (1) discount code is permitted per registration. Discount codes may only be used in accordance with the terms provided at the time of issuance.

- 3.7 Any voucher issued by the school is level specific, non-transferable, and is valid only for the academic year (September through August) in which they are issued.

#### 4.0 Missed Lessons and Classes

- 4.1 As one of the largest and most respected institutions in the world dedicated to music education, we expect our students to attend all lessons and classes and to participate actively in their musical development. Our teachers are skilled professionals who have reserved a time in their schedule for you, regardless of whether you attend. For these reasons, we have instituted the following policies for missed lessons and classes.
- 4.1.1 Students may receive up to one (1) make-up lesson per term (fall or spring) provided that the student/parent gives the teacher **minimum notice of 24 hours in writing to the teacher's RCM email address** (firstname.lastname@rcmusic.ca).
- 4.1.2 **Please note:** should your teacher not receive at least 24 hours' notice in writing, a make-up lesson will not be scheduled, and you will be charged for the missed lesson.
- 4.1.3 Make-up lessons will be scheduled during designated make-up weeks. All make-up lessons will be scheduled at the existing regular lesson day and time, subject to space and availability.
- 4.2 **Missed group classes:** There is no make-up for group classes missed by a student.
- 4.3 **Attendance:** Students are expected to be present and on time for all private lessons and group classes. Time lost as a result of student lateness will not be made up.

#### 5.0 Cancellations

- 5.1 **School closure:** For school closures due to inclement weather please be advised that the RCM **does not follow school board closure announcements**. In the event of a closure, the School will send out email notifications to affected students. Any lessons or classes canceled due to weather will be rescheduled. Make-up lessons or classes will be scheduled at the discretion of the School. If a group class cannot be rescheduled, students will be issued a tuition credit to be used against future enrolment.
- 5.2 **Teacher absence:**
- 5.2.1 For private lessons that are canceled due to teacher absence, a make-up will be offered at a mutually convenient time.
- 5.2.2 If a teacher is unavailable to teach a group class session, a substitute teacher may be engaged for the session. If no substitute is available, the group class session may be rescheduled to a later date at the discretion of the School. If a group class cannot be rescheduled, students will be issued a tuition credit to be used against future enrolment.
- 5.3 **Insufficient enrollment:** The School reserves the right to cancel a group class or combine group class sections due to insufficient enrolment. If this occurs, the School will notify students/parents as soon as possible prior to the start of group class and make every attempt to

reschedule each student for an alternate section. If this is not possible, a tuition credit or refund to the original method of payment will be issued. Decisions regarding group class cancellations, in most cases, will be made five (5) business days before the scheduled start of the class.

- 5.4 RCM Candidate Services will not provide refunds for exams due to Oscar Peterson School of Music theory or history class cancellations.

## **6.0 Transfers**

### **6.1 Private Lessons**

Our primary goal is to ensure that students have a positive learning environment and a productive relationship with their private lesson teacher.

- 6.1.1 If a student wishes to transfer to another teacher, they must contact [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) at least five (5) business days before their next scheduled lesson. School administration will inform the teacher of their former student's transfer once a new teacher has been selected.
- 6.1.2 The fee for transferring is equal to two (2) lessons. This student may choose to either pay this fee at the time of the transfer or have these two (2) lessons deducted from the remaining number of lessons.
- 6.1.3 The remaining total number of lessons will be scheduled with the new teacher.
- 6.1.4 New students may request a teacher transfer after their first lesson with no penalty.

### **6.2 Group Classes**

- 6.2.1 Students taking group classes who wish to transfer to another section of the same class must contact [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) at least five (5) business days prior to the start of the first class.
- 6.2.2 A \$25 fee is applied to any approved transfer request.
- 6.2.3 No transfer requests will be granted after the third scheduled meeting of a group class. Students are limited to one (1) group class transfer per term, unless the transfer is recommended to School administration by the teacher.
- 6.2.4 All transfer requests will be considered based on space and availability and must be received in writing.
- 6.2.5 Students wishing to transfer from a group class to private lessons or a program can make a special request to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca). A \$25 transfer fee will apply.
- 6.3 Exceptional circumstances regarding transfers will be considered on a case-by-case basis. Please contact Registration & Student Services at 416-408-2825 or [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) to discuss.

## 7.0 Withdrawal and Refunds

All requests for withdrawal or refunds must be made in writing to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca). The effective date of withdrawal is the date that the written notice is received or future date specified in the notice, not the last date of group class or private lesson attended.

**Please note: Notifying your teacher that you intend to withdraw does not constitute notice, nor does notice by phone.**

- 7.1 Withdrawal fees are applied per individual registration.
- 7.2 The annual registration fee is non-refundable.
- 7.3 All withdrawals or refunds will be subject to a \$25 processing fee.
- 7.4 Unless otherwise requested, School administration will advise your teacher of your withdrawal.
- 7.5 Music Enrichment Program
  - 7.5.1 Students who submit written withdrawal notice to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) prior to their fourth weekly scheduled private lesson will be eligible for a refund of 80% of the tuition.
  - 7.5.2 Students who submit written withdrawal notice to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) prior to their eighth weekly scheduled private lesson will be eligible for a refund of 50% of the tuition.
  - 7.5.3 After a student's eighth scheduled private lesson, no refunds will be issued for withdrawal requests.
- 7.6 Adult Weekly / Bi-Weekly Private Lessons, or Summer Term Private Lessons
  - 7.6.1 Students who wish to withdraw must provide the School with at least two (2) weeks' written notice to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca). Students will be charged for two (2) lessons beyond the effective date of withdrawal.
  - 7.6.2 Lessons previously scheduled but not attended are not eligible for refund.
- 7.7 Group Classes:
  - 7.7.1 Students who submit written withdrawal notice to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca) prior to 12:00 a.m. on the day of the second scheduled class session will be eligible for a refund of 80% of the tuition.
  - 7.7.2 After 12:00 a.m. on the day of the second scheduled class session, no refunds will be issued for withdrawal requests.
  - 7.7.3 For group classes with less than five (5) sessions, withdrawal requests received less than five (5) business days prior to the start of the first session are not eligible for a refund.

- 7.7.4 RCM books included with registration are non-refundable.
- 7.7.5 All RCM Certificate Program Theory or History exams purchased via School registration are subject to RCM Certificate Program policies found [here](#).
- 7.8 Camps:
  - 7.8.1 All students must have submitted a camp [medical form](#) prior to the beginning of camp.
  - 7.8.2 Students who withdraw from a camp at least ten (10) business days before the start of the first class will be refunded 90% of their tuition.
  - 7.8.3 No refunds will be issued for withdrawal requests received later than ten (10) business day(s) prior to the start of the first session of a camp.
  - 7.8.4 All early drop off and extended care fees are non-refundable.
- 7.9 Audition/Application Based Special Programs:
  - 7.9.1 All application fees and deposits are non-refundable.
  - 7.9.2 Students who withdraw from a performance intensive at least thirty (30) days before the start of the first session will be refunded 50% of their tuition.
  - 7.9.3 No refunds will be issued for withdrawal requests received later than thirty (30) days prior to the start of the first session of a performance intensive.

## **8.0 Student and Parent Code of Conduct**

- 8.1 Please refer to the Student and Parent Code of Conduct for a description of our expectations for student behaviour, as posted on our website here: [Student and Parent Code of Conduct](#).
- 8.2 All registered private lessons students are expected to practice regularly outside of their lessons. Students should expect the amount of practice time to increase as they progress through each level of study.
- 8.3 Only currently enrolled students may attend private lessons and group classes.
- 8.4 Children under the age of thirteen (13) must be accompanied by a parent/guardian at all times when inside the building, with the exception of group class and private lesson time. The RCM does not assume any responsibility for the well-being and safety of minors who are left unattended on school premises.
- 8.5 The RCM does not assume any responsibility for personal property lost, damaged, stolen, or left unattended on RCM premises.
- 8.6 No food or beverages other than bottled water is permitted in the studios and classrooms. Water must not be placed on the pianos.

- 8.7 Any student who behaves disruptively in class will be asked to leave at the discretion of the teacher. Any time lost as a result of suspension or other forms of disciplinary action will not be made up or refunded.
- 8.8 The RCM bears no legal responsibility in enforcing terms of custody.

## **9.0 Suspension and Dismissal**

- 9.1 Students/parents/guardians may be suspended or dismissed for the following reasons:
- Failure to comply with RCM Health and Safety protocols.
  - Behaviours that violate the [Student and Parent Code of Conduct](#).
  - Parents, guardians, or students who make verbal and/or written statements considered abusive and which have been directed toward any RCM student, parent, teacher, staff, and/or facilities personnel.
  - Persistent failure to attend and/or prepare for private lessons and group classes.
  - Non-payment of tuition fees.
  - Chronic rescheduling of private lessons.
- 9.2 Any time lost as a result of suspension or other forms of disciplinary action will not be made up or refunded.

## **10.0 Indemnification**

- 10.1 You agree to release, save harmless and indemnify The Royal Conservatory of Music Indemnitees from and for all Losses incurred or suffered from or related to your attendance at The Royal Conservatory of Music premises or taking part in any of its programs even if the same arises from the negligence of one or more of The Royal Conservatory of Music Indemnitees. You acknowledge that the foregoing is reasonable in view of The Royal Conservatory of Music being a not-for-profit charity.
- 10.2 For the purposes of this provision: (i) “you” includes you and your dependents and their estates and personal representatives and “your” has a similar meaning; (ii) “The Royal Conservatory of Music Indemnitees” include The Royal Conservatory of Music, any organization that it owns or controls and their respective officers, employees, directors and agents and their heirs, personal representatives, successors and assigns; and (iii) “Losses” include injury, death, liability, damages including to property, cost, expense, charge, judgment, award or settlement arising from or in connection with any claim, suit, arbitration, investigation, directive, prosecution or proceeding.

## **11.0 Photo, Audio, and Video Policies**

- 11.1 By registering with the Oscar Peterson School of Music, you grant the RCM permission to take photographs and videos of you or your child’s participation in School activities. You also grant the RCM permission to use, reuse, modify, publish, and republish those photographs/videos in

any format or media, including print and online, for promotional, research, and/or instructional purposes. The RCM may use the photographs and videos without compensation to you or your children. You waive any rights to prior inspection and approval of the photographs/videos and their use. The RCM may not sell such photographs/videos to anyone without your permission. You waive any claims, demands, and liabilities against the RCM for taking and using these photographs/videos. To opt out of this Photo/Video Release Policy, please send an email to [opsm@rcmusic.ca](mailto:opsm@rcmusic.ca).

- 11.2 Students receiving permission from their teacher to audio or video record their private lessons agree that the use of such recordings is for their personal educational use only and may not be disseminated under any circumstances.

## **12.0 Health and Safety Protocols**

- 12.1 All students registering for in-person activities at the School agree to follow all Royal Conservatory of Music health and safety policies and protocols.
- 12.2 Students and parents and/or guardians must conform to any and all directives, recommendations, orders or protocols given by any local or health authority, or which may be implemented by RCM, for the entire duration of their attendance at RCM facilities.
- 12.3 Students registering for in-person activities agree that at the discretion of the RCM, or as mandated by public health authorities, in-person instruction may be temporary or permanently changed to an online delivery method. **Please note** that a change in delivery method will not be considered as grounds for withdrawal or refund of tuition.
- 12.4 Students will not be eligible for make-up sessions for temporary online learning missed due to issues that may arise with the student's software, hardware, internet connections, or other associated technological elements.

**IMPORTANT: All students must read and agree to the policies before completing registration.**