

# TMC F.A.Q.

## Version 1.0



### **Q. What instruments do you teach? Lesson length? Trial Programs?**

A. We offer professional, 30 minute weekly private instruction in: Guitar | Drums | Piano | Voice | Bass | Ukulele. Any instrument we teach is offered in a 6 Week Intro Program (Please note trials can only be taken once on the same instrument ex. One student cannot do two guitar trials, but they could do a guitar and drum trial etc.

### **Q. What is the best way to reach TMC?**

A. Emailing is the fastest way for any reason: lesson inquiries, cancellations, questions, payment info etc.

### **Q. What is your policy in regards to missed lessons?**

A. As explained in our Policies 2022-2023 PDF, students can reschedule one missed lesson per term provided at least 24 hours notice is provided:

- TERM 1: Sept to Jan
- TERM 2: Feb to June

### **Q. What are your COVID-19 policies for the 2022-2023 season?**

A. We formulate our policies based on government guidelines and the current temperature of our staff, students & local community. We are still reducing the amount of people in TMC at any given time and have limited seating in our waiting room. Mask use is up to the families and we ask that you provide masks for yourself or children. You may ask the teacher to wear a mask in your lesson or the teacher may ask that their students wear a mask. Please wash/sanitize hands and if you're not feeling well please arrange for an online lesson (and provide us with as much notice to prepare for that event).

### **Q. I can't make my lesson this week, can I reschedule to a weekend?**

A. Our teachers have limited availability and fully booked schedules while they are at TMC, with some only teaching one day. It is impossible for them to reschedule to another day as they may have employment or commitments elsewhere. It is therefore very important you pick a day/time for lessons when you are sure no other conflicts will arise. As mentioned above, we understand things happen and have allowed for 2 reschedulings per year (one each per term).

### **Q. Does The Music Cellar rent instruments?**

A. Yes! We have drums, guitars and keyboards for rent. They are all subject to availability and can be rented for 6 Week Intro Programs or for the entire year if you'd prefer. If something happens to your instrument during the rental (broken string, drum head etc) just let us know and we'll fix it at no charge to you. As long as it's normal wear and tear, it will be covered.

### **Q. Do I need an instrument to take lessons?**

A. Yes. A quality instrument at home will improve learning and encourage playing.

**Q. My child isn't practicing enough. What should I do?**

A. Playing a musical instrument takes dedication and commitment but it's important to recognize that a student's interest in their instrument will ebb and flow over time. It is extremely important to be encouraging at all times. We recommend speaking to the teacher regarding practicing expectations and to see if some lesson details or material can be introduced to increase interest.

**Q. Do you offer Rock Band groups?**

A. Yes, we offer 7 unique ROCK U. programs for ages 9 to adult. ROCK U programs are for performers (concerts) and even non-performers (no concerts). Information on the programs & pricing can be found at [www.rocku.ca](http://www.rocku.ca).

**Q. Do you have group lessons / can I take lessons with my child?**

A. We do not offer group lessons outside of ROCK U. Learning with your child or two siblings learning together can be challenging as each student learns at a different rate.

**Q. Can I sit in on my child's lesson?**

A. We have found that students benefit more from one on one class time with their teacher. Therefore we recommend that parents not sit in classes. They may instead speak with the teacher for a brief moment at the beginning of the class if occasionally required.

**Q. I need to speak with my child's teacher. Can I do this after their lesson?**

A. Most times it is not possible as teachers have students starting immediately after each lesson slot. We instead ask that you initiate contact with TMC and the teacher via email.

**Q. When are lesson payments due and what are the amounts?**

A. If you are paying monthly, lesson payments are due on the 1<sup>st</sup> of each month (Sept to June). The amounts are as follows:

- Regular lessons are \$82 monthly per student Sept – June ( $\$820 \div 38$  lessons per year = \$21.58 per lesson prorated amount)
- 6 Week Trials are \$110 per student – payable on your first lesson
- Half Year Tuition is \$410 per student (Sept to Jan) and \$410 (Feb to June) - Payable Sept 1<sup>st</sup> and Feb 1<sup>st</sup>
- Full Year Tuition is \$820 per student - Payable Sept 1<sup>st</sup>
- ROCK U. programs are different amounts and you will be informed of the amount and payment schedule

**Q. What payment options do you accept?**

A. We currently accept the following payment methods:

- e-transfers payable to: [themusiccellar.payment@gmail.com](mailto:themusiccellar.payment@gmail.com)
- post-dated cheques dated for the 1<sup>st</sup> of each month & made payable to: **The Music Cellar**
- We do not currently accept Credit, Debit or Cash

**Q. Does The Music Cellar offer performances, recitals, concerts etc?**

A. Yes! Students have the opportunity to participate in our Spotlight concerts (piano/drum/guitar/vocal/ukulele/bass recitals) as well as ROCK U concerts (must be in ROCK U to participate) and our year end ROCK U FEST where student bands are formed. ROCK U FEST is a separate program available for students aged 8 years to Adults and starts Spring 2023 (late May/early June). Students can continue their regular lessons during this time and continue learning while attending a 30 minute weekly rehearsal or they may opt out of regular lessons at this time and just rehearse with their band.

**Q. What is ROCK U. Rock Band Evolved?**

A. ROCK U is an evolution of our popular Showcase Program and replaces Showcase entirely. For more information visit [www.rocku.ca](http://www.rocku.ca)