

Elite Studios Student Policies & Important Dates – 2026

Welcome to Elite Studios!

Our goal is to provide an inspiring, motivating, fun, and empowering musical experience for every student and family who walks through our doors. Please carefully review the following studio policies and procedures.

Communication

For general questions, lesson changes, scheduling assistance, billing inquiries, or studio concerns, please contact the studio directly rather than messaging teachers personally.

To help communication remain organized and efficient, teachers do not provide personal phone numbers or personal contact information to students or families.

If you would like to communicate directly with your teacher, please use the Student & Parent Portal and leave a “comment” within the lesson or account. Comments are sent directly to the teacher, who may respond as their schedule allows.

Using the portal helps ensure:

- Clear and centralized communication
- Better organization for families, teachers, and administration
- Important information remains documented and easy to reference

Studio Contact Information

- Email: info@elitestudioswindsor.com
- Call or Text: 519-999-8903
- Website: <https://www.elitestudioswindsor.com>

Text messaging is preferred for time-sensitive matters such as running late or last-minute notifications.

To help communication stay organized and ensure nothing gets missed, please refrain from contacting teachers through personal phone numbers, social media, or personal email addresses unless specifically instructed to do so.

Student & Parent Portal (Opus1)

Elite Studios uses the Opus1 Student & Parent Portal for:

- Viewing lesson schedules
- Booking off a lesson when needed
- Viewing teacher homework and notes
- Accessing studio announcements
- Viewing invoices and payment history
- Registering for events, camps, showcases, and programs
- Communicating with teachers through the portal comment section
- Viewing all upcoming scheduled lessons and receiving lesson reminders in advance

Lesson Book-Offs Through the Portal

Students/parents may use the portal to book off a lesson if needed.

Students may do so once every 60 days to receive one makeup credit every 60 days rather than forfeit the lesson through non-attendance.

Book-offs must be submitted by 7:00 PM the evening before the lesson.

Students and parents are responsible for reviewing their upcoming lesson schedule through the portal.

If any lessons appear to be scheduled in error, families must notify the studio in advance rather than day-of so our team has adequate time to review and assist.

Booking Extra Lessons

Students are welcome to book additional lessons anytime through:

- www.elitestudioswindsor.com
- Click the "Quick Booking Link"

Extra lessons are a great option for:

- Getting ahead
- Preparing for performances
- Extra practice support
- Audition or exam preparation

The portal is browser-based and can be saved to your phone's home screen for easy access.

Families are responsible for keeping their contact information current within the portal.

Lesson Payment

Lessons are billed monthly to the credit card on file on the 1st of each month for that month's scheduled lessons.

Important Notes

- A valid credit card must remain on file at all times.
- Cash is not accepted for recurring monthly lesson payments.
- There is no registration fee.
- Monthly totals may vary slightly depending on the number of lesson days in that month.

Declined Payments

- Any declined payment is subject to a \$25 administrative fee.
 - Accounts with overdue balances may have lessons paused until the balance is resolved.
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Student Absences & Lesson Book-Off Policy

Upon registration, students reserve a specific weekly lesson time.

Because that time is held exclusively for the student, missed lessons are not refundable.

Book-Off Policy

Students may book off:

- ONE lesson every 60 days
- At no charge
- Directly through the Opus1 portal
- No later than 7:00 PM the evening before the lesson

Additional missed lessons outside of this policy are forfeited and charged as normal.

Additional Options

If a student cannot attend in person, they may:

- Attend online when available
- Send a sibling/friend in their place for that lesson

Please note:

- Makeup lessons are not guaranteed.
- The portal controls eligibility windows automatically based on the studio policy.

If a student misses three consecutive lessons without communication from the family, the studio reserves the right to discontinue lessons on the student's behalf.

Teacher Absences

In the event of a teacher absence, every effort will be made to:

- Provide a qualified substitute teacher, or
- Reschedule the lesson at a mutually agreeable time.

If neither option is possible, a lesson credit will be applied to the family account.

Duration of Lessons & Tardiness

Each lesson includes transition time between students.

Students are guaranteed:

- 25 minutes of instruction during a 30-minute lesson
- 55 minutes of instruction during a 60-minute lesson

Students arriving late will still finish at their originally scheduled end time.

If a student is more than 15 minutes late, the teacher may no longer be available to teach the lesson.

Summer Lesson Policy (July & August)

Consistency over the summer months is strongly encouraged. Most of our students continue through the summer full-throttle.

Long breaks from music lessons can lead to:

- Loss of progress
- Reduced confidence
- Frustration when restarting in September

Summer Attendance Requirement

Students wishing to maintain priority scheduling for September must complete:

- A minimum of 4 lessons throughout July and August combined.

Students who do not meet the minimum lesson requirement may be considered inactive and their lesson time may become available to students on the waitlist.

Flexible Summer Options

Families may:

- Spread lessons throughout the summer
- Attend online while travelling
- Coordinate lessons around vacations and cottages

Students looking for a fun change of pace are encouraged to speak with their teacher about:

- Pop songs
 - Disney songs
 - Songwriting
 - Recording projects
 - Improvisation
 - Performance preparation
 - Specialty summer projects tailored to the student's interests
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Discontinuing Lessons

If a student decides to discontinue lessons, the studio office must be notified in writing.

Non-attendance does not constitute withdrawal.

Withdrawal Notice

Elite Studios requires:

- A signed discontinuation form submitted to the studio office
- A minimum of 30 days notice from the date the signed discontinuation form is submitted

Students are encouraged to continue attending lessons during this notice period.

If they are unable to attend, they are welcome to gift their remaining lessons to a friend or family member to use during the notice period.

This process helps ensure:

- Clear and organized communication
- Proper scheduling and administrative planning
- Families have time to thoughtfully confirm their decision

Occasionally, students may express frustration after a difficult lesson or week and later decide they would like to continue. Requiring a signed discontinuation form helps ensure all withdrawal requests are intentional, confirmed, and properly documented.

This policy helps provide:

- Greater consistency for teachers and scheduling
- Stability for lesson planning
- Smoother transitions for incoming students and waitlists

Refunds & Credits

Refunds are not issued for missed student lessons.

Approved credits resulting from:

- Teacher absences where Elite Studios was not able to provide a substitute teacher
- Billing errors
- Exceptional approved circumstances

will be applied directly to the family account.

Lesson Materials

Students are expected to bring:

- Their lesson books
- Required materials previously assigned or provided by the teacher that the student has been working on between lessons
- A notebook (8.5 x 11" or larger recommended)

Teachers will recommend materials after the student's first lesson.

Many lesson books and materials are available for purchase through Elite Studios.

Showcase Participation

Elite Studios hosts large-scale student showcases and performances throughout the year.

Participation opportunities may include:

- Studio showcases
- Coffee House performances
- Rock band performances
- Community events
- Special seasonal events

Participation in performances may require additional costume, ticket, rehearsal, or scheduling information which will be communicated separately.

Studio Environment & Respect

Elite Studios is committed to creating a positive, welcoming, and encouraging environment.

Students, parents, teachers, and staff are expected to:

- Treat others respectfully
- Help maintain a clean studio environment
- Use appropriate language and behavior
- Support a positive learning atmosphere

The studio reserves the right to discontinue lessons if behavior becomes disruptive, disrespectful, or unsafe.

Important Dates for 2026

Winter Semester

- Winter Semester Begins: Monday, January 5, 2026
- Family Day (February 16): OPEN
- March Break (March 16–20): CLOSED
- Good Friday (April 3): CLOSED
- Easter Monday (April 6): OPEN
- Victoria Day (May 18): CLOSED

Summer Semester

- Turnaround Week (June 29 – July 3): CLOSED
- Summer Semester Begins: Monday, July 6, 2026
- Summer Lessons End: Saturday, August 29, 2026
- Studio Closed: August 30 – September 7, 2026
- Labour Day (September 7): CLOSED

Fall Semester

- Fall Lessons Resume: Tuesday, September 8, 2026
- Thanksgiving (October 12): CLOSED

Winter Break

- Christmas Break Begins: Thursday, December 24, 2026
- Lessons Resume: Monday, January 4, 2027

Showcase dates, camps, Coffee House events, and specialty programs will be announced separately throughout the year.

Comments & Concerns

The quality of your musical experience is extremely important to us.

We encourage all students and families to share any:

- Questions
- Suggestions
- Concerns
- Feedback

with the studio office at any time.

Thank you for being part of the Elite Studios family!

Elite Studios Windsor
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