



Online Chant Lessons Policy

For Individual Adult Students & Families

1. Purpose & Mission Alignment

At Canticle, we help people sing prayer through the rich tradition of Catholic sacred music, which helps draw souls closer to Christ. This policy outlines our operational, financial, and safety standards to maintain a welcoming, prayerful, and supportive learning environment pursuing growth in skill and prayer.

2 Online Lesson Types

Individual Adult Lessons

Designed for adults aged 18 and older, these one-on-one sessions provide focused instruction exclusively for one registered student, who uses a single camera.

Family Instruction

Designed for family members in a single household—including married couples or parents with youth aged 8 and older. Family sessions typically take place in a single room using one camera. A parent or guardian needs to be present with any child under 18.

3. Child Safety (pertains to Family Lessons)

- Canticle is fully committed to minor safety under our Safe Environment Policy.
- A parent or legal guardian remains on camera at all times during family lessons; if a parent steps away, the instructor will place minor students in the Zoom Waiting Room until they return.
- Parents retain primary disciplinary authority during sessions while the instructor directs the lesson. The instructor will redirect attention as necessary.
- Students will be sent links to Zoom Cloud recordings of their lessons. (Links typically last 30 days, though families may archive on their own devices.)
- Canticle also reserves the right to archive lesson recordings (for safety auditing and compliance). Recordings will ONLY be used for archival purposes, and not for any other purpose.

4. Attendance, Punctuality & Technical Requirements

- **Equipment & Connectivity:** Students/families must provide their own high-speed internet connection (minimum 20 Mbps recommended), working computer/webcam, microphone, and speakers in a dedicated learning space.
- **Punctuality:** Students are asked to login with the Zoom link roughly 5 minutes prior to the scheduled start time. Lessons will begin and end promptly. Lost time due to late arrival by the student cannot be extended past the scheduled lesson period.

5. Cancellation & Make-Up Policy.

All cancellation notices must be sent directly via email to your assigned Instructor for Chant Lessons.. Text messages and phone calls are not sufficient for official notices.

- **24+ Hours Notice:** Cancellations made at least 24 hours prior to your scheduled session qualify for a make-up lesson, which must be completed within one year of package purchase, and subject to instructor availability.
- **Less Than 24 Hours Notice:** Cancellations made with less than 24 hours' notice forfeit both the make-up lesson and the prepaid lesson fee.
- **Emergency Exceptions:** Major, unforeseen emergencies (such as sudden severe illness, hospitalization, sacramental emergencies, or traffic accidents) may qualify for a make-up session upon submitting a request to instructor via email, within 48 hours. Personal schedule changes, minor ailments, and home Wi-Fi issues do not qualify as emergencies.

6. Tuition & Payment Structure

Tuition directly supports Canticle's mission and operations. Online chant instruction is offered in **4-session packages at the cost of \$395.00** to be paid online in full at [Canticle.org](https://canticle.org) prior to the start of the first session. The package rate is the same for individual and family lessons. All sessions are scheduled with the instructor and need to be used within one year from the date of the package purchase.. After one year from purchase, the package expires.

7. Scheduling and Contact Information

Once your purchase is complete, please email Dr. Carla Ponti at cponti@canticleprograms.org to set up your session times. We warmly welcome flexible arrangements—whether weekly, bi-weekly, monthly, or as needed—to best accommodate both student goals and instructor availability. For more information, please contact Dr. Ponti via email.

Policy Acknowledgment

By purchasing a package of lessons in Canticle's online chant program, adult students and parents/guardians acknowledge that they have read, understood, and agreed to adhere to all terms, safeguarding requirements, and cancellation policies outlined in this document.