



General Information & Policies

Revised June 2020

Annual Registration

All students will be charged a non-refundable, annual registration fee of \$40 per student or \$60 per family per fiscal year (July through June). Discounted fees will be provided for a complete registration before August 31, 2020 (\$30 Individual, \$45 Family). Lessons will not commence until registration and first payment is received before lessons. **Registration will not be accepted if there is a balance owing on your account.** (NOTE: MYC Students have a separate registration fee, which includes supplies)

Lesson Schedule

The full school year consists of approximately 36 lessons beginning September 8, 2020 and ending June 12, 2021. In most cases, no lessons will be taught during public school holidays such as Christmas Break and Spring Break periods, or on statutory holidays. These dates are not normally included in the lesson schedule or on your invoice. Some faculty members may request a revised schedule. You will be invoiced according to the lessons scheduled with that faculty member.

Private & Group Lesson Payment Policy

Tuition for the entire year will be invoiced in September (or when the student begins for the year, if later than September). Students may choose one of the following payment schedules:

1. One payment – Due Sept. 1, 2020
2. Two payments – Due Sept. 1, 2020 and Feb. 1, 2021
3. Four payments – Due Sept. 1, 2020; Nov. 1, 2020; Feb. 1, 2021; and Apr. 1, 2021
4. Eight payments on the first of each month from September 2020 to April 2021 (only available for pre-authorized debit or post-dated cheques)

Note: MYC Students have the option of 10 monthly payments, September through June.

Students may register during the year and payment will be pro-rated accordingly (with the exception of group lessons.)

The only accepted forms of payment are: Pre-Authorized Bank Debit, Post-Dated Cheque, Visa, Mastercard and Cash. Those paying with Pre-Authorized Debit will receive a 2.5% discount on their lesson fees.

At the end of the school year, unused credits will be carried forward unless a refund is requested.

NSF Cheques: If a cheque is returned, the amount of the payment becomes immediately payable, plus a \$20.00 fee. The school reserves the right to suspend lessons where an account is in arrears.

Private Lesson Absence Policy

When a student registers they are effectively reserving the teacher's time for the schedule set during registration. If a student is absent with or without notice to a previously scheduled lesson, the teacher will be paid for this lesson time. The school is under no obligation to provide refunds or make-up lessons. However, if a student knows that there will be a conflict with a lesson ahead of time and notifies the teacher more than two weeks in advance of the scheduled lesson, the teacher will make an effort to find an appropriate time for a make-up lesson. Any exceptions to this policy that favour the student are at the discretion of the teacher. Out of courtesy, it is requested that any absence be reported in advance to the music school administration and teacher.

The Music School reserves the right to discontinue the lessons of any student who is consistently late or absent.

If the teacher is absent, with or without notice, the student's lesson must be made up at an appropriate time, or the student will receive a credit on account.

Private Lesson Withdrawal Policy

Students withdrawing from private lessons are required to provide written notice to the school office a minimum of **14 days** prior to the date of their last charged lesson. **Notice given to the teacher will not be considered official written notice.** The winter holiday period and spring break will not count towards the 14-day notice period. Following withdrawal notice, the student will be charged for all lessons previously scheduled in the 14-day period and may choose to attend those lessons or not. Unused fees will be returned. **No refunds will be granted for private instruction without 14 days prior notice.**

In extraordinary circumstances, when in-person lessons are no longer advisable according to health regulations, or due to the closure of the physical school, the following special withdrawal policies will apply:

If alternative lessons can be provided either online, or at another suitable location, the regular withdrawal policy will remain in effect.

If the alternative presented is unreasonable for the student, all lessons will be immediately placed on hold for a period of thirty (30) days. During this period, no lessons will be charged, nor any additional fees be collected. At the end of the (30) day period, the administration will work with the student to determine the appropriate outcome based on projected timelines whether it be formal withdrawal, an extension of the holding period, or alternative measures.

If for whatever reason, a teacher decides to withdraw from teaching obligations, or hold off from providing lessons, the school will work with the student to determine options.

Group Lesson Absence Policy

There will be no make-up lessons or credits issued for missed classes.

Group Lesson Withdrawal Policy

No refunds will be given to students who choose to withdraw from group classes, with exception to Music for Young Children classes. Parents who wish to withdraw a child from Music for Young Children must give a **minimum of one month written notice** to the office and will be charged for the one-month notice period. **Notice given to the teacher will not be considered official written notice.**

In extraordinary circumstances, when in-person lessons are no longer advisable due to health regulations, or the closure of the physical school, the following special withdrawal policies will apply:

If alternative group classes can be provided either online, or another suitable location, the regular withdrawal policy will remain in effect.

If the alternative presented is unreasonable for the student, all lessons will be immediately placed on hold for a period of thirty (30) days. During this period, no lessons will be charged, nor any additional fees be collected. At the end of the (30) day period, the administration will work with the student to determine the appropriate outcome, whether it be formal withdrawal, extension of suspension, or alternative measures.

If for whatever a reason, a teacher decides to withdraw from teaching obligations, or suspend lessons, the school will work with the student to determine options. Should the school of music cancel the group class all together, credits will be issued for all remaining classes.

Student & Parent/Guardian Code of Conduct

The Student & Parent/Guardian Code of Conduct is integral to lesson arrangements. **The Music School reserves the right to discontinue the lessons of any student who breaches this code of conduct, initiating an immediate withdrawal process.**

Student & Parent/Guardian Health & Hygiene Policy

The Student & Parent/Guardian Health & Hygiene Policy is expected to be adhered to for all students & parent/guardians taking lessons from the Music School.