



LESSON POLICIES - Statement of Understanding

version date: 01 Aug 2018

Parent or student is required to initial on each line, & and sign end of form, indicating understanding and agreement to comply with each item.

Cancellation by the Student

If I need to cancel a lesson, a minimum of 24 hours advance notice must be provided in order to obtain a make up lesson. A message may be left at 905-915-8788 or info@encoremusicervices.ca.

A maximum of 4 make up lessons will be granted per student per lesson year (September 2018-June 2019). This includes cancellations due to student illness and emergency. **If the student provides less than 24 hours notice of cancellation, the student's account will be charged for that lesson, and the lesson will not be made up.**

Cancellation by the Teacher: In the rare case of a teacher absence or cancellation, the teacher cancellation will be made up. This does not count towards the make up lesson limit described above. Additionally, if a teacher is ever unable to conduct a class due to illness/scheduling conflict, lesson will be conducted by an alternate teacher. If alternate teacher is unavailable, the class will be rescheduled for the student.

Classroom Etiquette

The student will not to bring any food or drink into the classroom area.

Withdrawal

2 weeks written notice must be provided if the student wishes to discontinue lessons before completing the academic year. If the student withdraws before the academic year ends, a refund of prepaid fees for lessons paid but not yet received will be given, if there are no other outstanding charges on the student's account. If two weeks written notice is not given prior to withdrawal, the student's account will be reimbursed for any prepaid tuition minus the two weeks.

Timeliness

The student is expected to be on time for lessons, as a predetermined lesson time slot has been reserved for them. **If the student is late, the student will receive the balance of the time that remains in their time slot for that lesson.** Students should be picked up on time, as school staff is not responsible for babysitting of students after their classes end, and after school operating hours.

Practice Requirements

The student should have an instrument in good working order, on which they practice material that is taught at weekly lessons, and routine (daily) practice is the key to consistent progression in ability.

Payment

Tuition is paid in advance, on the 1st day of the month (credit card, pre-authorized debit, post-dated cheques). Payment is due at the front desk (teachers should not be paid directly). If paid after the 1st, a late fee of \$25 will be added to my account **with no exceptions (except for those students who begin classes after the 1st of each month)**

NSF Cheques

If I provide an NSF cheque (non-sufficient funds), a fee of \$25 per cheque will be charged to the student's account per cheque. Consistently late or unpaid lesson fees will result in the student's removal from the program at the discretion of the school director.

Concert/Special Event Participation

In order for students to participate in school concerts, the student's account must be up to date. Students whose accounts are in arrears will not be permitted to participate in the semi-annually concerts held by the school.

I have read in its entirety and agree to abide by Encore Music Services' Lesson Policies. A copy has been given to me.

Signatures of Parent (if student is under 18 years of age)/ or Student aged 18+

Name _____ Signature _____

Date _____