

## Studio Policy 2019-2020

### FEES:

**Payment schedule:** Lessons run from September till the end of May. Even though we expect students to commit to the full year of lessons, we divide the year into two "terms": Fall Term runs from September to December. Winter/Spring Term runs from January to May.

**Tuition is due at the first lesson of each term** - Fall Term tuition is due first lesson in September and Winter/Spring Term tuition is due first lesson in January. For students who join our studio later in the term, tuition will be adjusted accordingly.

**What's included in the tuition:** one-on-one weekly lesson with the teacher, assignment book, extra sheet music theory worksheets, Christmas and Spring Recital fees, incentive program rewards.

However, **students are responsible to purchase their own lesson books** (or we can purchase them for you with reimbursement). Students who choose to enter festivals and/or exams are **responsible for paying the entrance fees**.

### MISSED LESSONS and LESSON MAKE-UPS:

**There are no refunds and no credits for lessons cancelled by the student.** However, a make up lesson within the same month can be provided at the teacher's discretion and availability.

We ask that students give us as much advance notice as possible if they have to miss a lesson for any reason. **Last minute cancellations (less than 2 hours before the lesson) and no-shows will not be made up.**

**IMPORTANT: For short notice cancellations (on the day of the lesson) please call and leave a message on our home phone: 519-702-3628.** Short notice cancellation done via email, text or Facebook message will be considered a no-show and won't be made up.

### DISCONTINUED LESSONS:

We understand that sometimes students need to "take a time off" from lessons or discontinue them altogether. **We ask that students give us an advance notice (at least 2 weeks) and plan to finish the term that they have paid for.** This gives us an opportunity to wrap things up with our student and finish things up on a good note. :)

Note: We always welcome back students if they decide to resume lesson after a break!