



Hamilton School of Music

School Policy

1186 Stone Church Rd. E., Hamilton, On., L8W 2C7

Phone: (905) 318-6923 Fax: (905) 318-0176

*** Effective September 1, 2020***

PAYMENT:

Tuition is determined by the number of lessons in each month, multiplied by the lesson fee. (See calendar.)

PLEASE NOTE: You are responsible for payment for the full month's tuition regardless of attendance.

Please understand that this is not a penalty; it is simply a compensation to the studio for its resources and to your teacher for his/her time. It can be helpful to view your tuition as a payment for reserving that specific time for you, regardless of attendance.

Payment MUST BE MADE BEFORE each and every month, by cash, cheque (NSF fee is \$20), debit or credit card. If payment is not made by the student's first lesson of the month, the student may be removed from the schedule or a late fee will apply. For your convenience, we encourage all customers to sign up for AutoPay with either the front desk or through the "Online Login," after which payments will be billed to your credit card on the 1st of the month.

New students are required to pay a non-refundable REGISTRATION FEE (\$20/one child, \$30/two children, \$40/three children, \$50/four children). This REGISTRATION FEE does not secure your spot from month to month. Your spot is secured with your lesson fee payment. A new REGISTRATION FEE will be required after four (4) months of absence from the school.

Any outstanding fees will automatically be applied to your credit card.

MAKE-UP LESSONS:

One make-up lesson per student will be offered during each term (See calendar). Cancellation must be made with 24 hours notice. Make-up lessons will be arranged by reception during open cancellation times. Due to COVID-19, students experiencing symptoms of illness may request to take an online lesson in place of their in-person lesson during their originally arranged time slot. If they choose not to take an online lesson, this cancellation will go towards their 1 make-up credit per term. Make-up lessons cannot be banked for a later time of your choosing. If you are unable or fail to attend the mutually arranged make-up lesson, the make-up lesson is forfeited. Any GROUP lesson missed is forfeited and no credits or refunds will be applied.

Make-up lessons must be completed during the school year (Sept-June). They WILL NOT "roll over" from term to term and WILL NOT be made up during the summer session (July/Aug) OR the new school year and CANNOT be used as a credit. Upon withdrawal from the school make-up lessons are forfeited.

Upon teacher absence a substitute will be provided. If you choose not to attend, the lesson will be forfeit and a refund/make-up lesson will NOT be offered.

SNOW DAYS, as determined by the school, will be posted on our website, recorded on our telephone voicemail, and an attempt will be made to contact you personally. Online lessons will be provided for students, when possible, to make up for Snow Day school closures. If accommodations are unable to be made, a refund will be provided.

LESSON WITHDRAWAL:

Front desk must be notified two (2) weeks before the end of the month. Upon mid-month withdrawal fees paid for remainder of the month WILL NOT be refunded. Two weeks must be given in order to be refunded any SECURITY DEPOSIT paid. Said SECURITY DEPOSIT reserves your day/time from month to month while you are a paying/continuing customer. The school does not "HOLD" lesson times.

I have read the above and by signing below I understand and agree to the policies.

Dated _____

Parent/Guardian Name _____ Parent/Guardian Signature _____

Initial _____
