



School Policy

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

Phone: (905) 318-6923

Effective September 1, 2026

PAYMENT: Initial 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.

All customers need 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. 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.

New students are required to pay a non-refundable REGISTRATION FEE (\$25/one child, \$35/two children, \$45/three children, \$55/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 the make up week at the end of each term. (See calendar). Cancellation must be made with 6 hours notice. Make-up lessons will be arranged by reception during open cancellation times. 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 as well as our social media accounts, 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:

The front desk **must be notified** two (2) weeks before the end of the month. Upon mid-month withdrawal fees paid for the remainder of the month WILL NOT be refunded.