

LESSON POLICIES – Revised August 2014

CANCELLATION POLICY:

1. Lesson fees reserve a studio and teacher for students at their specified time weekly, excluding statutory holidays. School professional days are not considered holidays. Lessons will not be held over the Christmas Break but will be held during Spring Break.
2. If you wish to maintain a weekly time-slot during the school year (September through June), you will be automatically billed monthly and expected for your lesson weekly.
3. No refunds will be given for any student cancellation. Weekly and biweekly students will be entitled to two make-up lessons provided that administration receives 24 hours notice of the cancellation. The make-up lessons must be completed before the end of June) or the lessons are forfeited. Make-up lessons will only be granted after 8 lessons have been completed.
4. In the event that you need to discontinue lessons, we require **one month's notice**. You will be billed automatically for the final month (4 lessons for wkly, 2 lessons for bi-wkly) following your notice. We encourage you to attend the remaining lessons.
5. If you wish to change teachers or switch from weekly to biweekly lessons, we require two weeks' notice.
6. For all instructor cancellations, we will arrange a substitute teacher. If a substitute is unavailable, we will schedule a make-up lesson at your convenience. If you or your instructor is unavailable for a make-up lesson, we will credit you the lesson fee towards the next months' lesson fees.
7. Students not able to commit to weekly or bi-weekly lessons can book one-off lessons. All one-off lessons must be paid in advance. There will be no make-ups or credits for student-cancelled one-off lessons. In the event of a teacher cancellation, a substitute teacher or make-up lesson will be arranged, or if that is not possible, you will be credited towards another lesson for the cancelled lesson.
8. During the months of July and August, you have the option of booking as few or as many lessons

as you wish. We require pre-payment for all booked lessons and **24 hours notice to cancel a lesson**. You are entitled to one make-up lesson during the summer term, which must be completed by August 31st or it is forfeited. **No credit will be given for any student cancellation.**

9. In the case of a Larsen School of Music closure (e.g. a power outage or snow day), the scheduled lesson fee will be credited to your account.

PAYMENTS:

10. One month, or the remainder of the month's lessons must be paid up front when signing up for lessons.
11. Ongoing lesson payments are payable by pre-authorized monthly debit from a bank account or by monthly Visa/MasterCard/Amex charges. Payments are processed on the 1st of each month or the first business day after.
12. If you do not wish to make automatic monthly payments, one month's deposit or a valid credit card number is required. Your card will only be charged if your payment is not received by the first lesson of each month.
13. Payments returned or declined for any reason are subject to a \$25.00 service charge, which will be added to your account.
14. A monthly 2% finance charge will be billed to all overdue accounts.
15. We reserve the right to suspend lessons if payments are more than 1 month in arrears.

Rates are subject to change