

# Music Smart

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## Piano Lessons - Policies

The following policies are meant to create an efficient learning environment, essential for students to achieve their musical goals and to ensure the smooth operation of our program.

### Schedule

- Lessons are organized into four terms, following the school calendar:
  - Term 1: September to December
  - Term 2: January to March
  - Term 3: April to June
  - Term 4: July and August (Summer Term, optional scheduling)
- Lessons are scheduled for at least one session per week. Official holidays are excluded.

### Registration and Payment

- Registration and payment must be made per term. While a rate per lesson and number of weeks are used for the fee calculation, payment must be made for the entire term. Payment for a selected number of lessons is not accepted.
- To register and secure a time slot, full payment for the term is required at least 2 weeks before the term starts. Monthly postdated cheques may be accepted.

### Cancellation

- If you can't attend a lesson, you must notify the teacher. You may receive one make-up lesson only if you give cancellation notice at least 48 hours in advance. **There are no refunds, credits, or make-up lessons for more than ONE missed lesson per term.**
- Cancellations due to conflicts with other coinciding scheduled events (sports, extracurricular activities, etc.) are not eligible for compensation (refund, make-up time, or credit).
- Make-up lessons will be scheduled according to the teacher's availability and cannot be transferred from one term to the next. Missed rescheduled make-up time will be forfeited.
- Teacher cancellation: If the teacher cannot attend a lesson, the student will be notified in advance and will receive a make-up lesson.

### Stopping Lessons

The student must notify the teacher at least 2 weeks prior to stopping lessons. There is **no refund** when stopping lessons during a term.

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