



# SCHOOL POLICY

## Group Lessons Winter 2024

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### STUDENT WITHDRAWAL POLICY

#### FULL YEAR COURSE

**Upon Completion of Registration:** \$65 Administration Fee will be non-refundable.

**Withdrawal between November 25 to January 6:** Administration Fee and 50% of the Materials Fee will be non-refundable.

**Withdrawal between January 8 to February 17:** Administration Fee, 50% of the Materials Fee and the First Six Lessons' tuition will be non-refundable.

**Withdrawal After February 17:** All fees associated with the course will be non-refundable for withdrawal.

#### **WITHDRAWAL DEADLINE for WINTER 2024 - \*\*SATURDAY, FEBRUARY 17 \*\***

- This withdrawal deadline only applies on WINTER CLASSES beginning in January 2024. Tuition for the remaining academic year can be refunded if the **Student Withdrawal Request Form** is completed and submitted to the office via email or in person by **February 17, 2024**. Any other form of notification will not be accepted.
- No further materials will be given after the withdrawal. All eligible refunds will be processed by **April 2024**.

#### SEMESTER COURSE

**Withdrawal BEFORE the First Lesson:** The Administration Fee and 50% of the Materials Fee will be non-refundable.

**Upon the First Lesson begins:** There are no refunds once the first lesson has begun.

#### SESSIONAL COURSE REGISTRATION

\$35 will be retained and non-refundable for cancellation before the course starts. There are no refunds once the first lesson has begun.

### LESSONS CANCELLATION

1. **Student Absence** – Students who register after the course has begun are responsible for the full course fees, which include the lessons that they have missed due to late enrollment. Instructors may offer catch-up sessions for any late enrollments at their discretion. During the school year, any missed lessons will not be refunded. It is the student's responsibility to email the instructor directly for any missed homework assignments. Instructors are not obligated to make up the class privately for any missed lessons; however, extra tutoring sessions may be recommended and students are responsible for any extra charges.

2. **Teacher Absence** – Lessons cancelled by the INSTRUCTOR are **non-refundable**. Makeup lessons will be arranged to another date or through alternative delivery methods. A qualified teacher might also be arranged to substitute the class.

3. **Natural Disasters & Pandemics** – Lessons cancelled due to a disaster, pandemic or government order are not eligible for refunds. Sonata School of Music reserves the rights to deliver the lessons in an alternative method which deem appropriate for the class. Parents should contact the school or follow Sonata's Facebook Page for any updates.

### OTHER CHARGES

1. **NSF Cheque** - \$35 Processing fee will be applied for each NSF cheque. A grace period of five (5) business days from the due date will be given. Replacement payment must be received by the office within the grace period in order to avoid \$2.50 late charge per day until the payment is received.

2. **Declined Payment** - If a pre-authorized credit card provided by the customer cannot be processed on the agreed due date, past due accounts will be subject to a late charge of \$2.50 per day until the payment is received.

3. **Transaction Fee** - 5% of the eligible refund amount will be withheld if a credit card was used as the payment.

4. **School's Receipt** - A copy of registration form will be given upon the completion of your registration. There will be a \$5.00 charge for requesting another copy of the registration form; or a \$10.00 charge for requesting a copy of an official school receipt. If necessary, a customized course breakdown can be provided with a charge of \$20.00.

5. **Cleaning/Damage Fee** - Parents/Guardians are responsible for messes or damages made by the student to the interior/facility or instrument (such as vomiting or other bodily fluid). In the case that you are responsible for a cleaning fee, a fee of up to \$100 will be charged to your account.

### PARTICIPATION WAIVER – The Sonata School of Music reserves the right to do the following:

1. Use any photos or video taken at the school or at related events for publicity and marketing of the school.
2. Withdraw any course or level of instruction, or to change an instructor of any lesson, and to close the school at any time without notice or liability other than to refund tuition fees received for lessons cancelled due to withdrawal or closing.
3. Suspend students for non-payments of tuition or inappropriate conduct.
4. Shorten the class time by 15-minutes if enrollment has 3 students or less in the class.
5. The Sonata School of Music and the staff are not responsible for personal injury or damage/loss of belongings on its premises.