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### STUDENT WITHDRAWAL POLICY

#### ☐ FULL YEAR COURSE

**Upon Completion of Registration:** \$80 Administration Fee will be non-refundable.

**Withdrawal between August 16 to September 7, 2024:** Administration Fee and 50% of the Materials Fee will be non-refundable.

**Withdrawal between September 8 to October 12:** Administration Fee, 50% Materials Fee and the First Five Lessons' tuition will be non-refundable. **(JSAC and SAC courses are NON REFUNDABLE after the first lesson begins)**

**Withdrawal after OCTOBER 12:** All fees associated with the course will be non-refundable for withdrawal.

#### **WITHDRAWAL DEADLINE for FALL 2024 - \*SATURDAY, OCTOBER 12\*\***

- This withdrawal deadline only applies on FALL CLASSES beginning in September 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 **October 12, 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 **December 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

\$40 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 canceled 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 canceled 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 to the student's account 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 \$2.5 per day until payment is settled.

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 a copy of an official school receipt; or \$20 for customization.

5. **Cleaning/Damage Fee** - Parents/ Guardians are responsible for messes or damages made by the student to the interior or instruments (such as vomiting or other bodily fluid). In the event that you are responsible for a cleaning fee, a cleaning / damage 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 canceled 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.



Email: music@sonatayamaha.com  
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(403) 256-8787

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# SCHOOL CALENDAR

## 2024-2025

**FALL Session: September 2024 to June 2025**  
**WINTER Session: January to December 2025**

### SEPTEMBER 2024

S	M	T	W	R	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### MARCH 2025

S	M	T	W	R	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

### OCTOBER 2024

S	M	T	W	R	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### APRIL 2025

S	M	T	W	R	F	Sa
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### NOVEMBER 2024

S	M	T	W	R	F	Sa
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### MAY 2025

S	M	T	W	R	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### DECEMBER 2024

S	M	T	W	R	F	Sa
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22	23	24	25	26	27	28
29	30	31				

### JUNE 2025

S	M	T	W	R	F	Sa
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22	23	24	25	26	27	28
29	30					

### JANUARY 2025

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### JULY 2025

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18	19	20	21	22	23	24
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### FEBRUARY 2025

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23	24	25	26	27	28	

### AUGUST 2025

S	M	T	W	R	F	Sa
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## HOLIDAYS and REMINDERS

### 2024

Sep 2	Mon	Labour Day - School Closed
Sep 3	Tue	PRIVATE Lessons Term Begins
Sep 9	Mon	FALL 2024-25 GROUP Classes Begin
Oct 12	Sat	Withdrawal Deadline for Fall Session
Oct 14	Mon	Thanksgiving Day - School Closed
Nov 11	Mon	Remembrance Day - School Closed
Dec 23 - Jan 4		Winter & New Year Break

### 2025

Jan 6	Mon	FALL 2024-25 GROUP Classes Resume
		PRIVATE Lessons Resume
Jan 10	Fri	WINTER 2025 GROUP Classes Begin
Feb 13	Thu	Withdrawal Deadline for Winter Session
Feb 17	Mon	Family Day - School Closed
Mar 25-29		Spring Break - No Group/ Private Lessons
Apr 18-19		Good Friday - School Closed
May 19	Mon	Victoria Day - School Closed
Jun 30	Mon	Private Lessons Term Ends
Jul 1-Jul 5		Summer Break - School Closed
Aug 4	Mon	Heritage Day - School Closed

## Sonata Sessional Courses Calendar (For ages 3 and up)

Spring Session: April - June

Summer Session: July - August

*Tiny Tunes	*Music Fantasia	*Tiny Tunes	*Music Fantasia
*Music Beginners	*Ukulele Mele	*Music Beginners	*Ukulele Mele
		*Guitar Sing & Play	*Rock & Pop Band

## Royal Conservatory of Music (RCM) Examination

For the most up to date information or exam registration visit:

[www.rcmexaminations.org](http://www.rcmexaminations.org)