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## SCHOOL POLICY

### Private Lessons 2025-2026

#### WITHDRAWAL/REFUND POLICY:

##### □ **WITHDRAWAL REQUEST PRIOR TO THE TERM BEGINS**

###### Enrollment with 35 Lessons and more

- Withdrawal BEFORE JUNE 15, 2025: \$80 Administration Fee is non-refundable.
- Withdrawal between JUNE 16 to AUGUST 15, 2025: Administration Fee and 10% of tuition are non-refundable.
- Withdrawal between AUGUST 16, 2025 to before the first lesson: Administration Fee & 20% of tuition are non-refundable.

###### Package of 4 or 12 Enrollment - Auto Renewal: Tuition fee is non-refundable once the fee is charged.

- Auto-renewals will be charged on the 16th/28th of each month based on the last day of lessons in the previous term

###### Pay-As-You-Go Enrollment - Tuition fees are non-refundable upon the completion of registration.

##### □ **WITHDRAWAL REQUEST AFTER THE TERM and/or THE FIRST LESSON BEGINS**

- No refunds for withdrawals. All fees associated with the registration will be non-refundable.

#### LESSONS CANCELLATION/RESCHEDULE:

**1. Student Absence** – Students are expected to attend their lessons consecutively; lessons canceled on the day of the lesson and/or without 24 hours in advance notice to the office will **NOT** be refunded or made up, regardless of the reason. Students are eligible to have make-up lessons with **a 24 hours advanced notice and a \$15 rescheduling fees\*** as following:

- **Package of 4**: No make-up lesson; no refund/credit applied on missed lessons
- **Package of 12**: Up to two make-up lesson per package with \$15 Rescheduling fees
- **35 Lessons & up**: Up to THREE (3) make-up lessons per enrollment. (First rescheduling fees will be waived)

\***Rescheduling Fees (\$15)**: are non-refundable nor transferable. Fees must be received within 30 days of the lesson's canceled date. No make-up lesson will be scheduled until the Fees has been paid. Make-up lessons are non-transferable and cannot be forwarded, accumulated, nor rescheduled.

**If a student is 10 minutes late** for their lesson without prior notice, the lesson will be forfeited for the day without refund or makeup.

**When missing 2 or more consecutive lessons** without any notice, Sonata reserves the right to schedule another student in their lesson time **PERMANENTLY**. No refund will be granted to the absentee student.

**2. Teacher Absence** – Lessons canceled by the **INSTRUCTOR** are **non-refundable**. Makeup lessons will be arranged to another date or through an alternative delivery method. A qualified teacher might also be arranged to substitute the lesson(s).

**3. Natural Disaster/Pandemic** – Lessons canceled by the school due to disaster or pandemic are not eligible for refund. The school reserves the right to deliver the lessons in an alternative method which deem appropriate for the student.

**CHANGE OF LESSONS**: Upon completion of registration, any form of request for a permanent schedule change will be subject to a **\$20 Processing Fee**. Changes of both schedule/location and teacher will be subject to a **\$40 Processing Fee**.

#### 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 \$2.50 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 their initial 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... 1. Use any photos, video or 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 past due tuition or inappropriate conduct. 4. The Sonata School of Music and the staff are not responsible for personal injury or damage/loss of belongings on its premises. 5. Terminate any lessons if students or parents do not respect the above policies. This includes any disrespectful behavior toward any staff or other students or parents.

**By registering online, you are acknowledging, agreeing and consenting to the terms laid out in this policy.**