

2024/2025 POLICIES: GENERAL

Lessons are billed on the 20th of each month, due the 26th for the upcoming month (ex. October lessons will be billed for on September 20th, due on or before the 26th of September.). UNLESS a payment arrangement has been made *and acknowledged* a late fee of 10% Will apply on the 27th. Late fees of \$5/day will begin applying after the 5th if a payment or payment arrangement have not been made. Late fees continue accumulating until payment or payment arrangement is made.

Semester Billing (if applicable): Sept Will be billed normally. Oct-Dec will be billed early Sept (due on/before the 26th of Sept), Jan-April will be billed Dec 20th, due December 26th, and May-August will be billed April 20th due April 26th. Late fees and lessons pausing will be the same as the monthly policies.

Lessons will pause on the 5th due to non payment if there is no payment or payment arrangement made before then. Missed lessons WILL be billed for while paused due to non payment and will not be made up after payment has been made.

2 Calendar months notice is required to terminate lessons. 1 Calendar month notice is required to pause lessons (with a set return date, that can change 1x. Return date must be within 6 months of the pause date.). This notice period IS billed for, and students are welcome to attend if they want to. You must notify us as to if student(s) are attending lessons during the notice period or not. If no notice is given and students stop attending bills will continue to accumulate until communication is given (and then 60 days will be billed for from date of notice), as well as any applicable late fees.

Practical (Song/Vocal) books can be rented for \$3.50/month or Purchased (prices vary), but theory (books you write in) must be purchased. We can order books in for students if they want/need at a reduced rate.

Books and instruments must be paid for *before* we order them.

There are no lessons the days indicated on the studio calendar (posted in studio and on website), and teachers have 2 lessons throughout the year that may be cancelled without a make up (either holidays or family matters). These weeks will not be consecutive and will be communicated at least 14 days in advance when possible.

When needed, substitute teachers will be assigned for lessons (if teachers are sick or away unexpectedly). Families will be notified in advance, but lessons will still occur.

2024/2025 POLICIES: GENERAL CONT.

Lessons cancelled greater than 24 hours before they occur will result in a make-up credit being issued. Lessons cancelled within 12 hours will be billed or credited at the discretion of MHML. Lessons cancelled within 90 minutes will always be billed for unless it is: a car accident of self or immediate family, death in immediate family that you are just made aware of, vomiting on the way here, or any other tragedy of the same caliber as per the discretion of management.

We reserve the right to turn students away if they are sick. If students show up sick and are turned away make up credits will not be issued.

Billing is equalized, and ALL months will be the same cost (Sept-June). These are the set 2024/2025 rates, regardless of when you register for lessons or, if applicable, quit lessons.

We do not offer refunds or credits off of bills. We offer make up credits for an additional lesson within 60 days. Families are responsible to reach out and arrange make up lessons unless it is a cancellation on the studio's behalf.
Make up lessons can be booked online, and lessons can be cancelled online.

Instruments are required within 30 days (unless other agreements are made, or you are a vocal student). We *can* order instruments and we do have rentals for certain instruments. Please see Management for details.

If Medicine Hat Music Lessons staff changes, you will be provided with a new, equally qualified teacher. If you are unhappy with the swap please see our lesson termination policies above. Whenever possible, you will remain with your current teacher for the year unless you change instrument, or express a desire to change.
If your teacher is not a good fit let us know and we may be able to swap.

Student Name:

Parent Name if Applicable:

Date:

Signature:

2024/2025 POLICIES: GENERAL (BI)

Lessons are billed on the 20th of each month, due the 26th for the upcoming month (ex. October lessons will be billed for on September 20th, due on or before the 26th of September.). UNLESS a payment arrangement has been made *and acknowledged* a late fee of 10% Will apply on the 27th. Late fees of \$5/day will begin applying after the 5th if a payment or payment arrangement have not been made. Late fees continue accumulating until payment or payment arrangement is made.

Semester Billing is selected: Sept Will be billed normally. Oct-Dec will be billed early Sept (due on/before the 26th of Sept), Jan-April will be billed Dec 20th, due December 26th, and May-August will be billed April 20th due April 26th. Late fees and lessons pausing will be the same as the monthly policies.

Lessons will pause on the 5th due to non payment if there is no payment or payment arrangement made before then. Missed lessons WILL be billed for while paused due to non payment and will not be made up after payment has been made.

2 Calendar months notice is required to terminate lessons from either party. 1 Calendar month notice is required to pause lessons (with a set return date, that can change 1x. Return date must be within 6 months of the pause date.). This notice period IS billed for, and students are welcome to attend if they want to. You must notify us as to if student(s) are attending lessons during the notice period or not. If no notice is given and students stop attending bills will continue to accumulate until communication is given (and then 60 days will be billed for from date of notice), as well as any applicable late fees.

Practical (Song/Vocal) books can be rented for \$3.50/month or Purchased (prices vary), but theory (books you write in) must be purchased. We can order books in for students if they want/need at a reduced rate.

Books and instruments must be paid for *before* we order them.

There are no lessons the days indicated on the studio calendar (posted in studio and on website), and teachers have 2 lessons throughout the year that may be cancelled without a make up (either holidays or family matters). These weeks will not be consecutive and will be communicated at least 14 days in advance when possible.

An additional upto 2 lessons may be cancelled due to weather, but online or recorded lessons will be offered if internet/power permit, your choice of which format if both are possible.

2024/2025 POLICIES: GENERAL (BI) CONT.

Lessons cancelled greater than 24 hours before they occur will result in a make-up credit being issued. Lessons cancelled within 12 hours will be billed or credited at the discretion of MHML. Lessons cancelled within 90 minutes will always be billed for unless it is: a car accident of self or immediate family, death in immediate family that you are just made aware of, vomiting on the way here, or any other tragedy of the same caliber as per the discretion of management.

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Billing is equalized, and ALL months will be the same cost (Sept-June). These are the set 2024/2025 rates, regardless of when you register for lessons or, if applicable, quit lessons.

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Make up lessons can be booked online, and lessons can be cancelled online.

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Signature: