# Policies & Procedures

**REGISTRATION GUIDELINES:**

Registration takes place at our office by appointment only from Monday to Thursday between 4:00 pm and 7:00 pm. Our registration fees are $25.00 per academic year.

### Tuition FEES & PAYMENTS:

We accept cheques and cash payments. All cash payments will be made in full.

When paying via post-dated cheques, please make cheques payable to **Fortissimo Academy**. Tuition will be debited from your bank account on the 25th day of the month.

1. **Individual lessons** are NOT subject to discounts and only 1 make up session per semester. Can be paid in maximum 3 installments per semester.
2. **Group lessons** can be paid by a maximum of 2 installments per semester. When you are registered for Individual and group lessons, the price of the group lessons will be reduced by 10% on 1st group course, and 15 % on 2nd group course. Sibling discounts are permitted only for group courses.

### TUTION SUBSIDIES:

ANY tuition reduction due to a subsidy MUST be supported by a tax return from the last year with your notice of assessment. We have to establish criteria for subsidies related to family income.

### CANCELLATIONS & REFUNDS:

We require written notice for cancellations during first week (7 days) of the semester. 50% of the tuition fee will be reimbursed when payment is made in full. (At the end of the semester) After first week, payments are non-refundable.

### NSF PAYMENTS:

### If a cheque is returned NSF there will be a service charge of $25.00 per cheque.

### CARE OF STUDENTS:

Fortissimo Academy is not responsible for providing before and after class care for students. Parents should arrive on time with students and pick them up on time too after the lesson. Parents of students under 5 or 6 years are to remain in the school during the lessons. Students are not to be left at the school for excessive periods of time before or after class.

### PHOTO & VIDEO RELEASE:

Fortissimo Academy has been granted permission by parents to take photographs and use videos, brochures, posters, advertisements and other promotional materials created. Permission is also granted for the school to copyright such photographs in its name and upload video footage onto YouTube so family members who are unable to attend can still watch from anywhere.

.