



LESSON POLICIES

Updated August 21, 2022

LESSONS: Lessons are held once per week unless alternate arrangements have been made with your instructor. **Please note: a parent or responsible adult must be present in the home and available during lessons.**

TUITION PAYMENTS

- Payments are processed automatically on or about the first of each month directly to Key Mobile Music and not the instructor.
- Payments may be made by Visa/Mastercard or pre-authorized direct debit.
- *September to June:* The number of lessons billed each month is based the Lesson Payment Schedule (see below). *Example: If you have 5 lessons scheduled for May, payment covering 5 lessons will be automatically processed using your payment method on or around May 1st.*
- *July and August:* Lesson payments are processed at the end of the month only for those lessons that took place.
- Alberta Statutory holidays, school Christmas Break and school Spring Break are not included in the lesson count.
- Lessons may be suspended if payment is not received in a timely manner.

LESSON PAYMENT SCHEDULE 2022-2023*							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
September 2022	3	4	4	5	5	4	4
October 2022	4	4	4	4	4	5	5
November 2022	4	5	4	3	3	4	4
December 2022	3	3	3	4	4	5	3
January 2023	4	4	3	3	3	4	4
February 2023	3	4	4	4	4	4	4
March 2023	3	3	4	4	4	4	4
April 2023	3	4	4	4	3	5	5
May 2023	4	5	3	4	4	4	4
June 2023	4	4	4	5	5	4	4
July 2023**	5	4	4	4	4	4	5
August 2023**	3	4	5	5	4	4	4

* Statutory holidays, Christmas Break and Spring Break are not included in the lesson count.

** Lesson payments are processed at the end of the month for July & August.

LESSON TUITION FEE: Please refer to our website for current tuition - <https://keymobilemusic.com/pricing>

REGISTRATION FEE: There is a one-time registration fee of \$40 for each new family.

ADMINISTRATION FEE: There is a yearly administration fee of \$25 per family, payable yearly in September.

MISSED LESSONS:

- Please let us know of any upcoming missed lessons **at least 48 hours in advance**.
- If you must cancel a lesson, you need to let your teacher know as soon as possible. We cannot provide a credit or a makeup for a cancelled lesson without 48 hours' notice.
- Makeup lessons are provided for **two (2) lessons per teaching year per student** and are at the discretion of the teacher. This applies to cancelled lessons *with* 48 hours' notice.
- In the case of illness, where it is difficult to provide 48 hours' notice, students may use one of the two makeup lessons provided each year. Online lessons are an option for students who are not feeling well.
- Student No-Shows: If the instructor arrives for the lesson and there is no one home -OR- if the instructor logs onto the online lesson and the student is not logged in, they will wait 10 minutes and then log off. No credit or makeup will be provided.
- If the instructor needs to miss a lesson a credit or a makeup will be provided.
- While most families understand our missed lesson policy, sometimes they are looking for more information on why we have the policies we do. The following article hopes to make sense of this issue in the private music lesson world: <https://keymobilemusic.com/makeupleasons> - **Makeup Lessons from an Economist's Point of View** - Article Copyright 2001 Vicky Barham

LESSON ENVIRONMENT:

- The lesson area needs to be in a quiet space with few interruptions. Please turn off the TV, radio, electronic games, etc.
- If your pets are disruptive, they should be removed from the lesson area.
- For in-home lessons, the instructor may require access to a table and chairs for the off-bench part of the lesson. This needs to be in a quiet area with few interruptions.
- A parent or responsible adult must be present in the home during lessons.

RECITALS:

- Recitals are held twice each year.
- Recitals are free of charge for students and for guests.

TERMINATING LESSONS:

- Lessons may be discontinued at any time, with no penalties, provided that the office is notified in writing at least 15 days prior to your last lesson. After cancelling lessons, you will be invoiced for two lessons for each student. You have the option of having those two lessons take place or not, but payment is still required.
- We reserve the right to withdraw a student from lessons based on poor attitude, disruptive behavior, or difficult parents.

COVID-19 SAFETY:

- The safety and well-being of our students, families and teachers remains our highest priority.
- Parents are required to advise their teacher if a student is ill for any reason. In these situations, lessons will move online. Please note students who stay home from school due to illness are too ill to take in-person music lessons.
- If the teacher is ill, lessons will move online, or a credit will be provided.
- Teachers have the authority to cancel an in-person lesson that is in progress if the student displays any sign of respiratory infection (including, but not limited to, a fever, sore throat, runny nose, and/or coughing). No refunds or credits are provided if a lesson is cancelled due to a student attending a lesson while they are ill.