



STUDIO POLICIES

Updated August 1, 2021

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 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.
- The number of lessons billed each month is based the Lesson Payment Schedule (see below). *Example: If you have 5 lessons scheduled for May, a payment covering those 5 lessons will be automatically paid using your credit card or direct debit on May 1st.*
- Statutory holidays, Christmas Break and Spring Break are not included in the lesson count.
- A missed lesson may be applied as a credit towards future lessons if notice is provided at least 48 hours in advance.
- Lessons may be suspended if payment is not received in a timely manner.

LESSON PAYMENT SCHEDULE 2021-2022*							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
September 2021	3	5	5	5	4	4	4
October 2021	3	4	4	4	5	5	5
November 2021	5	5	4	3	4	4	4
December 2021	2	2	3	3	3	2	2
January 2022	5	4	4	4	4	4	5
February 2022	3	4	4	4	4	4	4
March 2022	3	4	4	4	4	4	4
April 2022	3	4	4	4	3	5	4
May 2022	4	5	4	4	4	4	5
June 2022	4	4	5	5	4	4	4
July 2022	4	4	4	4	4	5	5
August 2022	4	5	5	4	4	4	4

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

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

REGISTRATION FEE: There is a one-time registration fee of \$25 for each new family.

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

MISSING LESSONS:

- If a student must miss a lesson, every effort will be made to provide a makeup lesson at a mutually agreed day/time—**provided the cancellation is received at least 48 hours in advance. Please note:** due to scheduling complexities of travelling teachers, makeup lessons may not always be possible.
- If notification of a missed lesson is received without 48 hours' advance notice, you will still be charged for the lesson and no makeup will take place. The instructor will add it to the Teacher Report.
- If the instructor arrives for the lesson and there is no one home -OR- if the instructor logs into the online lesson and the student is not logged in, they will wait 10 minutes and then log off. You will still be invoiced for the lesson and no makeup will take place. The instructor will add it to the Teacher Report.
- If the instructor needs to miss a lesson: Makeup lessons will be provided at a convenient time for both student and instructor. If no makeup is possible, a credit will be applied to your account.
- Online lessons are offered for students or teachers who are not feeling well.

TEACHER REPORT: Instructors complete a Teacher Report form for each month of lessons. Parents/adult students will be sent a copy of the report each month. Please let us know if there are any errors on the report.

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 in December and April/May 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 remain our highest priority.

- Parents are required to advise their teacher if a student is ill for any reason. In these situations, lessons will move to an online platform. Students who stay home from school due to illness are too ill to take in-person music lessons.

- 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 student comes to a lesson while they are ill.
- In the event of a lockdown, Key Mobile Music is recommending the following strategies to minimize the spread of COVID-19 during in-home lessons.
 - Parents must advise their teacher immediately if a student, or any member of their household, displays any sign of a respiratory infection.
 - Parents should wipe down the lesson area with antiseptic before the lesson begins. Hand sanitizer should be available for the student and teacher to use during lessons.
 - Students and teachers should always maintain a two-metre distance from each other during lessons.
 - Face masks should be worn if the two-metre distance cannot be maintained.
 - Any teacher or student who feels ill (or comes in contact with an ill person) will cancel and reschedule the lesson or move the lesson to an online platform, where possible.

*If you have any questions about our policies,
please feel free to contact us at 780-569-5010 or 1-855-747-4266*