



## STUDIO POLICIES

*Effective April 1, 2019*

**LESSONS:** Lessons are held once per week unless alternate arrangements have been made.

**TUITION:** Tuition is paid on a monthly basis after lessons for the month have taken place. Students are sent an invoice at the beginning of each month (for the previous month). For example, September's lessons will be invoiced in October.

### PAYMENTS

- Payments are made directly to Key Mobile Music and not the instructor.
- Payments may be made by Visa, MasterCard, and Interac e-Transfer.
- Payment due date is ten days following invoice date.
- Payments made by Interac e-Transfer receive a 5% tuition discount, provided that payment is made before the invoice due date.

**LATE PAYMENTS:** Payments that are made after the invoice due date may incur a late payment fee of \$15 which will be added to the next month's invoice.

**PAST DUE ACCOUNTS:** Parents or adult students who allow their account to go into arrears may forfeit their lessons and will not be able to participate in recitals. If a circumstance should arise where a payment will not be made at an agreed time, parents or adult students must inform Key Mobile Music immediately to make alternative arrangements. Past Due accounts are subject to a penalty of 5% per month (in addition to late payment fees). Accounts failing to pay under the terms of our policies without previous arrangements, will be subject to collections activities, and additional fees may apply.

**REGISTRATION FEE:** There is a one-time registration fee of \$25 per family.

**ADMINISTRATION FEE:** There is a yearly administration fee of \$15 per family, payable in September of every year.

**TEACHER REPORT:** Instructors complete a Teacher Report form for each month of lessons. Parents are asked to initial each week of lessons and also are asked to sign the bottom of the form at the end of the lesson month.

### LESSON ENVIRONMENT:

- The lesson area needs to be in a quiet area with few interruptions. Turn off the TV, radio and electronic games if they are near the lesson area.
- If your pets are disruptive, they should be removed from the lesson area.
- 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.

### 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 24 hours in advance. If notification of a missed lesson is received without 24 hours' advance notice, you may still be charged for the lesson. Exceptions may be made at the instructor's discretion.
- If the instructor arrives for the lesson and there is no one home: the instructor will wait 10 minutes and then leave. You will still be invoiced for the lesson and the instructor will add it to the Teacher Report form.
- If the instructor needs to miss a lesson: Make-up lessons will be provided at a convenient time for both student and instructor. If an instructor misses too many lessons, please let the office know.

### TERMINATING LESSONS:

- Lessons may be discontinued at any time, with no penalties, provided that the office is contacted before the end of the month.
- We reserve the right to withdraw a student from lessons based on poor attitude, disruptive behavior, or difficult parents.

**COMMUNICATING WITH THE OFFICE:** Owner/Manager: Karla Key  
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