

Enrollment & Eligibility

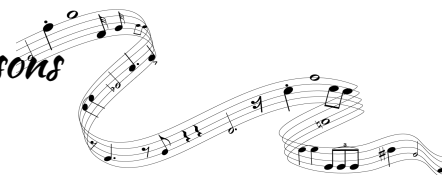
- Only registered and paid students are allowed in the class during lesson time. Parents/guardians/siblings are asked to return promptly at the end of the lesson.
- Only students aged 17 and younger and those enrolled in RCM Level 1 or lower are eligible for group classes.
- Students in RCM Level 2 and higher, students with special needs, and students aged 18 or older must be placed in private lessons.
- Families must notify the studio via email or written note if stopping lessons. Students are considered enrolled until this notification is received.

Payment

Deadlines

- A \$45 Lesson Reservation Deposit is required within 48 hours of booking any lesson or enrolling in the studio. This policy applies to all students, including new, returning, and current students.
- Lesson times are not confirmed or reserved until the deposit has been received. If the deposit is not received within 48 hours of booking, the reservation may be cancelled and offered to another student without further notice.
- The \$45 deposit will be applied toward the student's lesson fees. If the student cancels their enrollment, fails to attend their scheduled lesson, or otherwise does not begin lessons as agreed, the deposit will be forfeited and is non-refundable.
- The lesson reservation deposit is separate from any registration fee or Welcome Package fees and will be applied toward the student's lesson tuition once lessons begin.
- All lesson payments must be received a minimum of 24 hours before the scheduled lesson time. No lessons will take place without payment, regardless of lesson type, enrollment type, or payment arrangement.
- For families paying by cash or cheque, payment must be provided at least 24 hours prior to the first upcoming lesson.
- Teachers will not be able to proceed with a lesson if payment has not been received by the required deadline.
- Please include your child's name with payment to ensure it is credited properly.
- Full payment with late fees (\$8 per week) will still be required before lessons can resume. Lessons missed due to late or non-payment are not eligible for a credit, refund, or make-up lesson.





Payment Plans & Scheduling

- Payment schedules are determined based on the student's enrollment type and agreement with the studio.
- Group lessons are divided into 10 week terms. Full payment is required before the start of the term to stay enrolled.
- Term dates are nontransferrable, editable or prorated. Students starting after the beginning can attend lessons at alternate locations depending on approval.
- Private lesson students may be enrolled under a monthly tuition plan or an approved pay-per-lesson arrangement.
- For pay-per-lesson students, payment must be received 24 hours prior to the scheduled lesson in order to reserve the lesson time.
- All lessons are scheduled based on teacher availability and are not guaranteed from week to week.

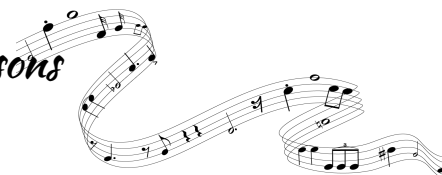
Late Payments & Outstanding Balances

- NSF cheques are subject to a \$45.00 fee.
- A late fee of \$8 per week applies to, but is not limited to, overdue balances, including unpaid tuition, exam fees, or account balances. Lessons will not proceed until required payments have been received.
- For group students, students will not be admitted into the lesson location if payment requirements have not been met.
- For online students, lesson links will not be sent if payment requirements have not been met.
- For in-home lessons, teachers will not arrive if payment requirements have not been met.
- For in-home lessons, travel fees are non-refundable and will not be credited or waived if a lesson is switched to an online format due to illness, inclement weather, or other circumstances. The travel fee covers the additional scheduling, travel time, and logistical planning required to reserve an in-home lesson time.
- Students with outstanding balances are not eligible to participate in any studio events, including but not limited to recitals, festivals, competitions, performances, or examinations. All outstanding fees must be paid in full prior to participation.

Credits & Overpayments

- Any overpayments will be applied as a credit to the student's account and will be used toward future tuition, fees, or studio-related expenses. Credits cannot be





exchanged for cash refunds and remain subject to the studio's account credit expiry policy.

- Any monetary credit in a student's account will expire and be forfeited after six months of inactivity (no lessons). Accounts will be deleted at this time.

Lesson Conduct & Attendance

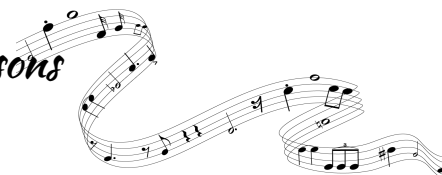
- Regular and punctual attendance is mandatory. Missed lessons without sufficient notice (24 hours) will not be made up or credited.
- Group terms cannot be edited for student absences. It is the parent's responsibility to reschedule the lessons.
- A "no show" includes arriving more than 15 minutes late, failing to attend a scheduled lesson, or not being available for an in-home lesson. Online lessons will end regardless of the lesson length.
- Students with a total of three "no shows" or "missed lessons" will lose their place for the following term/month.
- The lesson time selected is reserved solely for that student. It is the family's/student's responsibility to remember their time. No reminders will be sent.
- Lesson spots cannot be held for students going away for more than two weeks without payment in full.



Rescheduling & Missed Lessons

- Teachers must be notified a minimum of 24 hours before the lesson time in order to reschedule a lesson within the same week. Rescheduling is not guaranteed. In-person private students may request to switch to an online lesson at their regularly scheduled lesson time due to illness or other circumstances (approval is at the discretion of the studio). This does not apply to in-home students unless otherwise approved. Group students may attend another group lesson that same week (approval is at the discretion of the studio).
- When weather conditions affect the ability to safely conduct an in-person private lesson, the studio may move the lesson online at the student's regularly scheduled lesson time. Inclement weather does not qualify for a make-up lesson or rescheduling.
- When weather conditions affect the ability to safely conduct an in-person group lesson, extra time may be provided on top of the paid hour lesson time.
- Lessons not rescheduled within the month cannot be carried over to the following months.





- Lessons where students do not arrive or are not home will be classified as 'missed lessons' and will not be refunded or credited.

Student Expectations

- Students must arrive with all necessary materials. To help students stay organized and set up for success, all students are required to use a studio binder to keep their lesson materials, assignments, practice records, and resources together in one place.
- A binder is included as part of the Welcome Package. If a binder becomes worn, damaged, or needs to be replaced, a new binder may be purchased through the studio.
- Students are expected to practice regularly and follow their assigned practice goals. As a general guideline, each assigned piece should be practiced multiple times daily to encourage steady progress.
- A physical keyboard/piano is not required for the first month. A practice keyboard in the binder or a piano app is acceptable during this period. Students are expected to upgrade to an appropriate instrument thereafter.
- Photocopied songbooks and writing books are not permitted and are against the law.
- Students must conduct themselves with discipline and respect toward others.
- Students who damage school or teacher property will be responsible for replacement costs.
- Vandalism, bullying, foul language, and disrespect will not be tolerated. Students may be dismissed from the program for such behaviour without a refund.

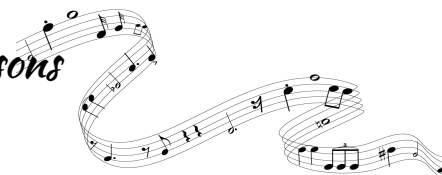
Communication

- Students and parents are welcome to communicate with the studio by phone or email regarding lesson-related matters. To protect lesson time and student focus, detailed discussions should be scheduled at an alternate time.
- Parents/Guardians/Caregivers of students under 18 years are expected to initial the weekly practice sheet to verify that practice has been completed.

Examinations

- Examinations are a mandatory part of the curriculum and take place annually in the spring. Practical exams assess performance and technique; written exams evaluate theory and literacy.





- Students must have all account balances paid in full before participating in examinations.
- Students will not be permitted to warm up on the piano before their practical exam. This is to simulate formal testing conditions.
- If an exam is not scheduled before the posted deadline, it will automatically take place during the student's regular lesson time. No extra time will be provided.
- Exam payments must be made in full before the deadline. Late payments are subject to an \$8 per week late fee.
- Schedule changes requested after the deadline will incur a service fee of \$20 per student for exams at the Markham Home Studio and \$15 student for exams at the Scarborough Home Studio. These rescheduling fees are due within 24 hours of the rebooking.
- Exam results are final. Certificates are issued under the student's registered name. Please ensure account details are up to date.

Health & Safety

- Any health concerns, allergies, or medical conditions must be communicated to the teacher at registration.
- An emergency contact number must be provided.
- Students must not be left unsupervised before or after their lesson by the caregiver. Parents/guardians/daycare providers are responsible for pick up and drop off at the lesson location door unless otherwise arranged.
- Late pickups will be charged \$2.00 per minute.
- For in-home lessons, students under 12 years must have a parent/guardian/caregiver present in the home at all times.
- For lessons at the Scarborough Home Studio, students 12 years and under must have a parent/guardian/caregiver accompany them to the studio door.

Media & Promotion

- Photos and videos of students may be used for promotional purposes. If you wish to be excluded, written notice must be provided at the time of registration.

Liability

By agreeing to the above, Hutt Family Piano Lessons and their registered teachers are released from all claims or damages arising from any accident or injury which occurs during participation in lessons, exams, recitals or events.

