



Harmonic Melodies Music Inc.

General Terms and Conditions

General Policy

- Scheduling and payments are processed with reception staff. Teachers are not responsible for any of those duties.
- If students are late, they may only receive the balance of their lessons. If students are more than fifteen (15) minutes late, the lesson may not be taught and counted as a missed lesson.
- If enrolment is not sufficient enough, starting dates may be postponed. If classes are cancelled for insufficient enrolments, all payments will be refunded.
- Harmonic Melodies Music Inc. reserves the right to alter the format of programs anytime.
- Harmonic Melodies Music Inc. accepts no responsibility for results students receive from any examinations, competitions/assessments done outside of the school.
- All students and parents/guardians are expected to obtain a friendly and positive manner at all time.

Registration Policy

- A registration fee of forty dollars (CAD \$40) per individual is applied, unless programs including the registration fee in the program fee. Each additional single-family member is twenty dollars (CAD \$20).
- The registration fee is a non-refundable one-time administrative setup fee for each student's account.
- In case of lesson stoppage the registration will be kept on file for a maximum of one year.

Cancellation and Scheduling Policy

Students attendance:

- Harmonic Melodies Music Inc. requires a minimum of forty-eight (48) hours notice if students need to make a change to their scheduled lessons.
- Harmonic Melodies Music Inc. will try to accommodate all scheduling change requests, based on teachers availability.
- Failure to notify Harmonic Melodies Music Inc. of any scheduling changes at least forty-eight (48) hours prior to scheduled lesson time will result in full charge for the missed lesson; missed lessons will be charged at the regular rate.
- In case of emergency or for medical reasons (with proof from medical service), students are entitled to a free cancellation, if administration is given a minimum of twenty-four (24) hours notice prior to scheduled lesson. A make-up lesson is to be scheduled within two (2) weeks of the missed lesson.
- Make-up lessons are not guaranteed with the student's regular teacher.
- Only students enrolled in a three-month plan are entitled to one (1) free cancellation within the three-month period, students enrolled in a six-month plan are entitled to two (2) free cancellations within the six-month period, if administration is given a minimum of forty-eight (48) hours notice prior to scheduled lesson time.
- For all group lessons: If students were to miss any group scheduled lesson, homework assignments will be made available for parents or students. No make-up lesson will be given for missed group lessons.
- No refunds will be given for any missed group lessons unless the school cancels the program.



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Teachers attendance:

- If the student's regular teacher is not available for any reason, a qualified supply teacher will be appointed to conduct the lesson.
- If a supply teacher is not available, you will receive a make-up lesson credit.
- In cases where Harmonic Melodies Music Inc. or the teacher cancels due to severe weather alert or illness, the student will receive a makeup lesson.
- During severe weather alert please call the school. In that case it is the responsibility of the student to ensure the school is open before attending lessons.
- Make-up lessons for teachers cancellation will be scheduled within two (2) weeks of the missed lesson.

Holiday closure:

- Harmonic Melodies Music Inc. is closed on Ontario's public holidays:
 - New Year's Day
 - Victoria Day
 - Thanksgiving Day
 - Family Day
 - Canada Day
 - Christmas Day
 - Good Friday
 - Labour Day
 - Boxing Day (December 26)
- Harmonic Melodies Music Inc. may be closed on additional days before or after holidays.
- If a regular scheduled lesson is not taught because Harmonic Melodies Music Inc. is closed, the student will receive a make-up lesson which must be rescheduled within two (2) weeks of the missed lesson.

Stopping lessons:

- I understand that enrolments for lessons will renew at the end of each payment term for another term. Administration must be informed of any lesson stoppage at least seven (7) business days prior to the last session. If there are prepaid lessons remaining, they will be kept on file for a maximum of one (1) year.
- No refunds will be given for any prepaid lessons or materials.

Payments Policy

- All lessons are a prepaid service. All invoices for lesson fees are due on or before the last day of each payment term in advance for the following payment term, unless invoices showing a different date.
- Invoices are to be paid in CAD cash, by personal cheques, Interac/Debit or major credit cards.
- A ten dollars (CAD \$10) administrative fee will be charged to the student for any payments received after the invoice due date. Full payment and the ten dollars (CAD \$10) fee must be received within ten (10) days of due date.
- Registration fees are to be paid in cash or Interac/Debit at the time of registration.
- A twenty-five dollars (CAD \$25) administrative fee will be charged to the student for any cheques returned to Harmonic Melodies Music Inc. as NSF (non-sufficient funds). Full payment of NSF amount plus the twenty-five dollars (CAD \$25) fee must be received within ten (10) days of notification.
- The first payment must be at least for the registration fee and all remaining lessons of the current month.
- There are three (3) options for payments:
 - Month to month
 - three-month plan
 - six-month plan
- No refunds or credits will be given for any lesson fees or materials, unless otherwise stated above.

Newmarket, February 1, 2013