

# Elisa Lane Piano Studio

## Studio Policies

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*These guidelines are what keep the Studio running smoothly and effectively, and ensure that all students receive the equal attention they deserve.*

### **Schedule**

- The tuition period for piano lessons is one full academic year. Lessons will be given once per week over 36 weeks in total. Students may start part way through the year if space is available.
- Lessons are scheduled at a mutually agreed time when the student begins lesson and at the commencement of each year thereafter. If a student wants to change their lesson time mid-year this can be discussed on a case-by-case basis and is subject to availability.
- Summer lessons will be scheduled in late spring and will be given on a week to week basis in the months of July and August. Tuition for Adult students is available year round and can be scheduled around their vacations.
- All lessons are available either in person or online via Zoom.

### **Semester Payments/Monthly Payments**

- Payments will be made at or before the first lesson of each semester.
- Alternatively payments will be made at or before the first lesson of each month. The monthly payment amount is divided evenly between 10 months from September to June inclusive. The tuition fee is the same each month regardless of the number of lessons in each month.
- Payments can be made by e-transfer, cash, or cheque.

### **Missed Lessons**

- Missed lessons due to forgetfulness, illness or holidays are not refundable. Exceptions will be made for prolonged sicknesses and extenuating circumstances on an individual basis.
- If a student will be missing their lesson for any reason they should inform me by text or email, with as much notice as possible. I do keep a few daytime slots open every week for makeup lessons. A student (or parent) must log in to my website to schedule themselves. It is OK to schedule a makeup lesson and regular lesson in the same week.
- Lessons cancelled by the teacher will be made up at a mutually convenient time.
- In the case of inclement weather lessons will be offered via Zoom.

Discontinuation of lessons: One month's notice is required for discontinuation of lessons mid-year.