

PERFECT HARMONY MUSIC STUDIO LTD. POLICIES 2024-2025

REGISTRATION AND PAYMENTS: The terms covered by the registration agreement will be considered in effect upon Perfect Harmony Music Studio Ltd. receiving payment or payment information for the reservation of a class placement. Informing an instructor or staff of intent to register without complete registration and payment will not hold a student's placement. Full payment must be received at the time of registration. Full payment includes registration fee, tuition fees, concert fee and/or finance fees (if applicable) and any outstanding payments from the previous school year. **Lessons cannot start until registration is complete.**

NSF OR DECLINED PAYMENTS: A \$50.00 NSF fee is applied to a student's account for each NSF cheque. Lessons will cease upon Perfect Harmony Music Studio Ltd. being notified of an NSF cheque or declined payment, and will not resume until the account is settled. Three consecutive NSF cheques or declined payments will result in account suspension until outstanding balances are paid. The account will then be reactivated.

PROOF OF REGISTRATION: Students must bring proof of registration – **a copy of the registration form or PAID invoice issued by Perfect Harmony Music Studio Ltd.** – to the first lesson to be admitted and receive any applicable materials.

REGISTRATION FEES: (Currently waived for 2024-2025 School Year) A registration of \$100.00 fee is payable once per academic year per course. The academic year is from September 1 to August 31. Registration fees for additional courses are waived providing they are of equal or less value than the first fee. If the added registration fee is higher than the first, the difference is payable. Registration fees are non-refundable once the student has begun lessons. **A \$80.00 Cancellation Fee is withheld for students who register but do not begin lessons. The registration fee is refunded in full if Perfect Harmony Music Studio Ltd. cancels the group.**

TUITION FEES FOR SMALL GROUPS: Perfect Harmony Music Studio Ltd. reserves the right to adjust the length of lesson time at any point in the year should the size of the group class decrease as follows:

<u>Size of Group</u>	<u>Length of Lesson</u>
3 students group rate	45 min lesson
2 students group rate	30 min lesson

ANNUAL CONCERT FEES: A concert fee is part of the annual tuition fees for group course students, except students in Apple, MW, JMC/YMC, and Theory. There is no tuition credit or refund of the concert fee if the student does not attend the concert or terminates lessons.

MISSED GROUP LESSONS: Homework assignments are made available electronically to parents and students for missed group lessons within a week.

Extra help sessions may be scheduled at the instructor's discretion. There is no refund for any missed group lesson unless the school or the instructor cancels the lesson.

MISSED PRIVATE LESSONS: Parents or students must cancel their lessons through the FONS app with at least 24 hours' notice to avoid being charged. Cancellations made less than 24 hours in advance will be considered a charged lesson. In cases of cancellation due to valid reasons, such as illness, the Studio Director will determine at their sole discretion if the charge can be waived. Rescheduling or canceling an already canceled or rescheduled lesson will be treated as a separate cancellation.

LESSON CREDITS AND REFUNDS: **The school will process ALL MISSED LESSON CREDITS at the end of the school year and apply them to registration for the following school year.**

TERMINATION: Written notice for 4 consecutive lessons is required to withdraw from lessons. Written notice may be given by email to hello@perfectharmonyusic.ca, or by letter submitted to the front desk. The 4-lesson period commences upon receipt of the Withdrawal notice. Tuition is payable for the duration of the 4-lesson period whether lessons are attended or not. **Tuition for group class refunds will not be granted for withdrawal notice received after February 1 of each year (i.e. No refundable lessons for March, April, May and June).** It takes approximately 30 days for refunds to be processed. Informing an instructor of intent to withdraw, or not attending classes, does not constitute withdrawal from lessons. Books and program materials costs will not be refunded.

SUSPENSION OF STUDENTS: **Perfect Harmony Music Studio Ltd. reserves the right to suspend students for non-payment of tuition or inappropriate conduct. We expect all students, parents and teachers to treat each other with respect and consideration.**

CANCELLATION OF INSTRUCTION: Perfect Harmony Music Studio Ltd. reserves the right to withdraw any course or level of instruction, or to change an instructor of any lesson, or to close any Music Center location at any time without notice or liability other than to refund tuition fees received for lessons canceled due to such withdrawal or closure.

TRANSFER FEE: A \$50.00 transfer fee is charged to students transferring to a new lesson/day/time/instructor anytime of the year.

LESSON START DATE: Perfect Harmony Music Studio Ltd. reserves the right to determine the start date for all lessons. Start dates may be postponed if enrollment is not sufficient to form a group.

RESULTS OF MUSIC EXAMINATIONS, ASSESSMENTS AND/OR COMPETITIONS: There are no refunds or credits for fees paid for music examinations, assessments and/or competitions, or for tuition paid for lessons that may include preparation for music examinations, assessments and/or competitions where any party deems the results of said music examinations, assessments and/or competitions unsatisfactory. Perfect Harmony Music Studio Ltd. accepts no responsibility for results students achieve on music examinations, assessments and/or competitions. Students and/or parents are encouraged to fully discuss the requirements and expectations of music examinations, assessments and/or competitions with their instructor in advance of submitting an application.

UNATTENDED MINORS: Perfect Harmony Music Studio Ltd. does not assume any responsibility for the well-being and safety of minors who are left unattended on school premises, in common areas and the parking area at 1055 and 1065 Canadian Place, Mississauga.

PERSONAL PROPERTY: Perfect Harmony Music Studio Ltd. does not assume any responsibility for personal property (including, but not limited to clothing, cameras, cell phones, laptops, tablets, purses, wallets, vehicles, etc.) lost, damaged or left unattended on school premises, in common areas and the parking area at 1055 and 1065 Canadian Place, Mississauga.