



## Registration Policy – Encore On Keys

### Enrolment Confirmation

Your completed and signed registration form, accompanied by the holding deposit, reserves your place in a particular class. You will receive confirmation of enrolment by telephone, email, or mail. If in the event the class you have chosen is full, I will call you to discuss other alternatives.

The remaining tuition fee is due at the beginning of the term in lesson one. Payment may be made by cash, cheque or direct deposit. Payment plans are available if required, please phone me to discuss.

### Cancellation & Refund Policy

If due to extenuating circumstances there is a need to withdraw from classes, tuition refunds or credit toward future classes may be given. All refund requests will be considered on a case by case basis. The cost of home materials and a \$20 processing fee are non-refundable. **Please be mindful that these group lessons are like a team sport, so your child will be part of a musical team & commitment to the 'team' is part of the learning process.**

### Sick Children & Make-up Classes

If your child is too sick for school, then they are too sick for class. Please be thoughtful to other children / parents in the group. I am happy to offer a make-up lesson to students who miss a class due to illness in another class subject to availability, provided I am given notice of cancellation. Simply call in advance to schedule another class.

### Practice

As with anything you only get out what you put in! A few mins practice every day is ideal, but at least every second day. It is important that ALL the children in the group practice at home.

### Lesson Times

Please be punctual. As there are lessons scheduled before and after your child's it is important that I run on time.

***Please do not hesitate to contact me by phone or email if I can be of further help. I look forward to having your child join me for a great year of Encore on Keys! Remember . . . a good beginning never ends!***