



## SAM LESSON POLICY

### **Student Cancellation**

Student cancellations will not be refunded, however up to 1 hour of lessons per term will be rescheduled at a predetermined make-up lesson time. Cancellation must be made 10 days in advance by email or phone.

Post-dated payments must be arranged for the full teaching year (September to June). We ask for 1 calendar month's notice of early cancellation. Early cancellation (before end of term) will result in a penalty fee of one month's payment.

### **Teacher Cancellation**

Teacher cancellations will be rescheduled, or a suitable substitute teacher will be provided.

### **Lesson fees**

Lesson fees do not include the cost of an accompanist for recitals, festivals and other performance opportunities.

All borrowed materials must be returned by the following lesson or student may be charged a replacement fee.

### **Group classes & Camps**

Group classes may be cancelled due to lack of enrolment up to one week prior to start date. A full refund will be issued in the case of program cancellation. There is no refund, credit, or make-up time provided for missed group classes or summer camps.

Students may withdraw from a group class up to one week prior to start date and receive a refund of 85% of registration fee\*. No refund will be issued after one week prior to start date.

\*Exception of Broadway or Bust summer camp, which requires a non-refundable \$100.00 deposit

### **Please note**

Lesson prices are calculated by number of lessons in the term  
Drop in lessons are subject to teacher availability