

ROVER MUSIC SCHOOL LTD. POLICIES

Please read the following policies carefully before registering for music lessons at the Rover Music School Ltd. These policies exist to create a use-friendly and misunderstanding-free environment for students, parents and teachers.

Lessons take place in the Rover Music School Ltd. located at 624 12th street, New Westminster, BC, V3M 4J4.

The school reserves the right to discontinue the enrolment of any student who does not comply with our school policies or to terminate lessons for disciplinary reasons.

To ensure your child's safety, please be sure to either remain in the school during the class/lesson or pick him/her up promptly after class/lesson time. Children are under supervision during their instruction time only. Neither instructors nor administrators are responsible for supervising children outside of teaching time.

The school reserves the right to amend this policy from time to time. These changes will be notified via monthly newsletter and posted on our school website. If you have any questions regarding our policies, please contact us at admin@rovermusicsschool.com

PAYMENT

Tuition and fees must be paid according to one of the following payment options shown below, a minimum of one week before a student's first class/lesson of each month.

All students are required to pay a non-refundable one time registration fee of \$30.00 (except stated otherwise).

If payments are not received before the first class, we reserve the right to cancel or reschedule the lesson.

PAYMENT OPTION

1. Pre-payment in full for the months you wish to enroll
 - we accept cash, cheque or credit card
2. Monthly Pre-Authorized Payment
 - First payment (cash, cheque or credit card) covers the first month's lessons plus the registration fee.
 - Monthly tuition/fee will be automatically charged to your credit card from the second month of enrollment.
 - A \$25.00 service charge will be applied for any payment from accounts with insufficient funds (NSF)
3. Post-Dated Cheques
 - First payment covers the first month's lessons plus the registration fee.
 - Remaining cheques must be post-dated according to the payment schedule.
 - A \$25.00 service charge will be applied for any payment from accounts with insufficient funds (NSF)

LATE PAYMENT

Tuition payments are considered late if not received by the first lesson of the month. In this case you will be automatically charged a late payment fee of \$10.00. The Rover Music School Ltd. reserves the right to discontinue a student's lessons if there is an unpaid account balance.

WITHDRAWAL / REFUND POLICY

Any type of refunds will be issued within 7 to 10 business days after written notice of withdrawal is received via the Withdrawal/Refund Request Form.

If any class has insufficient enrollment (fewer than 2 students), Rover Music School Ltd. reserves the right to cancel the course or to offer the class with an adjusted tuition rate, length and/or number of class meetings. If a class is cancelled, full refunds will be issued within 7 to 10 business days.

If a student wishes to withdraw from group classes, the school must be notified two weeks before the class starts via Withdrawal/Refund Request Form.

If a student wishes to withdraw from private lessons, one month's notice to the school is required via Withdrawal/Refund Request Form. Automatic payment schedules will be suspended only once payment is received for lessons up until the official withdrawal date.

ABSENCE POLICY

Lessons will not be charged with a minimum of 7 days absence notice. For illness or emergencies, 24-hour notice via admin@rovermusicschool.com must be submitted. Lesson credit will be applied to the student's account. This credit offer only applies once a month per student. No refunds or credits will be given beyond one notified absence per month.

In some cases, teachers may be absent due to emergencies, illness or performances. Therefore, the school will provide a substitute teacher when necessary. The lessons will be cancelled if no substitute teacher can be found. In this case the student will be given a full credit for the lesson.

Students arriving late will not have their lesson time extended.

PRIVACY POLICY

We collect information from you when you register for lessons and make inquiries about our programs. We collect contact information. We also collect personal information on students such a birthday, schools attended, and allergy information to help us understand and serve our students. We might use this information to contact you about school activities and lessons.

We do not sell, trade, or transfer personal information to any third-party organization.

PROGRESS REPORT

Upon request, we offer written form of progress reports at free of charge semi-annually.

PHOTO AND RECORDING POLICY

Photographs and video taken of students at the Rover Music School Ltd. maybe used for publication and marketing, unless a written request is submitted.

HOLIDAYS AND CLOSURE

Please check the school calendar for school holidays and scheduled closures. The school will be closed and lessons will not be charged on statutory holidays.

PRINT NAME

SIGNATURE

DATE