



True North Music School Policies (2022-2023)

Payments/Automatic Payments

We have an annual (non-refundable) registration fee to be paid per family unit. This payment will guarantee your spot in our music school. Lesson payments must be made prior to lesson commencement. If your lessons begin in the middle of the month, they will be treated as “drop-in” lessons to be paid upfront, and the remainder of the following payments made at the beginning of each month thereafter. **If lesson payments are late or forgotten, they may be subject to a late fee.**

Regarding bi-monthly lessons, they will also be treated as “drop-in” lessons and charged accordingly.

We accept Cash, Cheques, Credit Card, Pre-Auth or E-Transfer. (Credit Cards may be subject to a processing fee of 3%.) Cheques are to be written out to: “True North Music School.”

This year we are also offering automatic payments. **Automatic payments will be charged on the first of the month** and may take 2-3 days to process. Pre-authorization forms must be completed and delivered on or before the first day of the student’s lessons. Should you choose not to be on the automatic payment plan, lessons must be paid prior to the lesson start time or drop-in rates will apply. All declined payments (NSF) are subjected to a \$30 administration fee, regardless of the payment.

_____ (initial)

Missed Lessons/Cancel a lesson

There are NO refunds or make-up lessons for missed lessons. To book a makeup lesson we need 24 hours notice. The makeup lesson must be booked within one month from the date of the original lesson or the lesson is forfeited. **There is a maximum of one makeup lesson, per student, each month.** Should your instructor need to cancel a lesson, a makeup lesson will be provided, or a refund given. *****COVID-19 addition: If a student comes down with symptoms which stop them from coming to their lesson, we will offer them an online lesson on the same day and time as a replacement.**

_____ (initial)

Lesson Withdrawal

To Withdrawal from lessons, you must provide the administrator with a **written notification at least two weeks prior to the date of withdrawal.** Failure to provide us with more than 2 weeks’ notice will result in a charge of the next month’s lessons with NO REFUND. **Non-attendance of lessons or informing the instructor only does not constitute a withdrawal.** All lessons remain billable until formal notice is provided in writing to the administration.

_____ (initial)

Lesson Expectations/Timeliness

Students must arrive on time for lessons. We will not extend lesson time if you are late (due to prior scheduling.) Lessons will begin and end at the confirmed times. Students are expected to come prepared for their lessons by bringing any materials assigned by the instructor. Also, the more a student prepares for each lesson by practicing and reviewing the material, the quicker they will advance in their learning and the more they will get out of each lesson. Practicing regularly and taking consistent lessons promotes progress, accelerates learning, and maximizes the value of their lessons.

_____ (initial)

Books and Materials

There may be books and/or other materials needed or recommended by your instructor which are not included in your lesson costs. Most books and materials can be purchased on location at True North or ordered in a timely manner. **All book sales are non-refundable.**

True North will provide drum sets, pianos and amps for our students to use during their lessons, but other instruments such as: guitars, wind instruments etc. will have to be brought to the lesson by the student themselves.

If you need to purchase or rent an instrument, please contact our administrator for more information.

_____ (initial)

Festivals and Special Events

Students wishing to enter music festivals or competitions may be subject to additional fees. Your instructor may also recommend extra lessons to prepare for these events, however, these are optional.

_____ (initial)

Medical Emergency

Unless written notice is given, permission is granted for True North Music School to seek medical treatment in the event of a medical emergency. True North Music School should be made known of any medical conditions and be provided with all contact information to reach emergency contacts.

Medical Concerns: _____

Allergies (YES/NO): _____

_____ (initial)

Communication

True North does their best to match each student with an instructor that we believe will be the best fit. However, we know that students may want to try a different instrument, instructor, teaching style or method. If you are open and honest with us, we can do our best to make your experience at True North the best it can be. Feel free to contact our administration at any time with questions or to have us help make adjustments for you.

_____ (initial)

Pre-Registration for Fall

Currently enrolled students are invited to pre-register to keep your fall lesson time slot as soon as **April 15th** of that year. As of **May 1st**, all existing spots become free for other currently enrolled students to transfer into. To retain your spot, please consider pre-registering as soon as possible. As of **May 15th** lesson slots are open to the public for registration. All classes are scheduled on a first-come, first-served basis.

Once enrolled, you are welcome to choose a different available lesson time at any point, subject to availability.

_____ (initial)

Do you give permission for your child or yourself to be photographed at our school? If so, do you give permission for their photo to be posted on our website or social media? YES/NO

For any information, cancellations, or rebooking, please contact our office at: (780)-307-3183 or email: info@truenorthmusicschool.com.

Please sign and return a copy to True North Music School. Keep one copy for your personal records.

I the undersigned, fully understand the above stated information in regard to True North Music School's policies and choose to abide by them.

Student Name (Please Print)

Parent/Guardian/Student

True North Music School

Date

Date