



March 2023

Monthly Membership

- ❖ The membership fee (Tuition) will be a fixed monthly fee. **There is No adjustments will be made to the monthly fee if an additional lesson falls on the 5th of the month; if lesson falls on a public holiday when the school is closed; or if there were one or more cancellations in the previous month.**
- ❖ You can use your monthly lesson credits to schedule a lesson online, either in-person or remotely, with any available openings at the student portal. You can also put your credits towards accompaniment lessons or learning a second instrument, as well as any group classes. Plus, you can share the credits with a family member.
- ❖ Books or other learning materials will be billed and paid separately by the end of each month.
 - ❖ 5% on the second sibling's monthly tuition
 - ❖ 5% on the second instrumental learning
 - ❖ Lessons can be offered for students who are taking a private lesson and a group lesson weekly.

Payment Policies

1. Acceptable form of payment is credit card only with Visa, Mastercard or Discover credit card.
2. Parent or the student's account will be automatically set up for a recurring credit card charge for each successive month's lessons.
3. The monthly fee will be charged automatically to the credit card saved on the account **on the 1st of the month.**
4. No adjustment to monthly tuition will be made or credits/refund given for student cancellation of lessons.
5. Payment must be received on or before your first lesson.
6. Automatic payment can be used to collect reward points. **Discounts can be applied to the tuition in September.**
7. **A late payment penalty fee of \$15** will be charged to the customer account if payment is not received on the **10th** of each month.

Cancellation

If you need to reschedule your lesson, you can do so as long as it's done at least 18 hours before the scheduled time. For short-term changes (less than a month) we'll be happy to accommodate you but please note that, for long-term changes (more than a month), we only allow two reschedules per school year.

Please be aware of that any cancellation or reschedule request, that must make it 18 hours prior to the scheduled time - any requests made after this will result in the lesson being forfeited or an \$18 fee charged. To prevent this, please ensure that all lessons are scheduled through our online system or via email 24 hours before the lesson begins. Unfortunately, we cannot guarantee that the rescheduled lesson will be taught by the student's regular instructor. There will be no refunds or make-ups for absences without proper notification.

There is no make-up lesson will be provided for student's own cancellation, no exception. The make-up lesson is only available if the instructor cancels. Make-up lessons can be offered by increasing the length of another scheduled lesson by increments of 15 minutes as permitted by the instructor's schedule.

Inactive Account

To stop automatic payment, a request to freeze/stop the account must be submitted to the school in writing 15 days in advance of 1st day of next month. 10% of your monthly membership fee will be hold if you would like to reserve your current lesson spot during freeze period.

Late Arrival to Lessons

- Students are expected to arrive on time for their scheduled lessons.

- Students who arrive up to 15 minutes late to their lessons will not be given extra lesson time beyond the scheduled end time of their lessons. This is done to maintain the schedule of other students who have arrived on time for their lessons.
- No make-up lesson, refund or additional lesson time will be given to compensate for the shortened lesson due to late arrivals, except when the shortened lesson is due to late arrival of the instructor.

No-Show

- Student attendance is considered “no-show” if a student is more than 15 minutes late for their scheduled lesson or fails to show up for a scheduled lesson without cancellation.
- A no show - The lesson will be forfeited and no makeup.

Appointment Reminders

- Appointment reminders are sent to the email address on file 24 hours before the start of the scheduled lesson. It is the parent’s or legal guardian’s responsibility to keep track of the student’s lesson schedule and check email for lesson reminders. Please check the junk mail folder for the reminder emails if they do not show up in the email inbox.
- Please note that if you have not received a reminder for any reason, you can still access your WellnessLiving account to check the scheduled lessons.
- It is the parent(s) or legal guardian’s responsibility to keep your account with up-to-date contact and credit card payment information by notifying the school or update the information on the WellnessLiving website.

Lesson Duration

- Lessons are 30, 45 or 60 minutes in duration and are scheduled back-to-back from each other. It shall be understood that not a 100% of the lesson duration will be devoted to teaching and that instructors may spend up to 5 to 10 minutes during and before the end of the lesson to add lesson notes and assignments to the student’s HMSM Music Journal©.
- **Make-up credits, refund or additional lesson time will not be given to lessons that start and ends on time even if the instructor does not spend 100% of the lesson duration providing instructions.**
- Sometimes instructors may, at their own discretion, choose to give the student a longer lesson than what is scheduled, at no additional cost to the student. The instructors are in no way obligated or be expected to spend the additional time with the student each and every time.

Substitute Instructors

- In the event, an instructor is absent, HMSM reserves the right to provide a substitute instructor for teaching the lessons. HMSM is not required to notify parents or legal guardians of the change of instructor.
- HMSM reserves the right to change instructors for a private and group lesson at any time.
- Request to change instructor or for cancellation due to change of instructor will not be accepted. Failing to show up for the lesson due to change of instructor will be treated as “no-show” (see policy above for No-Show).

Insufficient Class Enrollment/Cancellation

- If any group lessons or class has insufficient enrollment, HMSM reserves the right to cancel the class or offer the class with an adjusted tuition rate, length and/or the number of classes.

Inclement weather

- If the school is closed due to inclement weather, the student will be given the option of taking the lesson remotely

at home or be invited to attend special make-up group lessons. The make-up lessons must be scheduled within 30 days of the original lesson date. HMSM cannot guarantee that make-up lessons will be taught by the student's regular instructor.

- If the HMSM needs to close the school for the Inclement weather, we will post a message at site's HMSM Facebook page by 12 pm.

Holiday Closures

- Please check HMSM yearly calendar for HMSM holiday/break closures. No make-up lessons are given for holiday closures. You will be notified in advance of any exceptions.
- Please plan your lessons in advance during the Holiday season.

Discontinue Lessons & Tuition Refund Policy

- To discontinue lessons at HMSM, written notification must be submitted via email to info@happymindsschoolofmusic.com a minimum of 15 days prior to the month that students wish to stop lessons, except newly enrolled student may discontinue lessons by cancelling the first lesson according to rules under Cancellation of Lessons. If notification to discontinue lessons is received less than 15 days before the end of the month, the lesson will stop at the end of the following month.
- Tuition payment will be fully refunded for newly enrolled students if cancellation is made before the first lesson.
- No refund on tuition if the termination is made after your first lesson of the month.
- No refund on tuition will be given for failure to schedule lessons before the expiration of the remaining lessons (see lesson cancellation policy above).

Marketing

Any photographs, audio or video recording of students or other family members on Happy Minds School of Music facilities or during HMSM or other performance events may be used for promotional purposes, such as on the HMSM website or other publications. There is no compensation for the use of photographs, audio, and video recordings.

Declined Payment Fee

There is a \$30 fee for any returned checks, in addition to any additional bank charges we incur.

Delinquent Accounts

Happy Minds School of Music reserves the right to suspend or discontinue instruction of any student with delinquent accounts. Accounts are considered delinquent if it has an outstanding account balance that is past due.

Dismissal of Student

Happy Minds School of Music reserves the right to dismiss any student due to frequent absences, disciplinary problems, overdue tuition payments and/or noncompliance with any of HMSM's policies stated herein.

Policy Changes

Happy Minds School of Music reserves the right to change its policies, tuition rates, fees, or waivers at any time.