



School Policies, Terms & Conditions

Payment

- Methods of payment accepted are Visa, Visa Debit, and MasterCard.
- Recurring credit card payments are accepted on the 1st or 15th of every month.
- A \$7 NSF charge will apply per decline.
- Lessons are consecutive. No refunds OR credits are given for missed or canceled lessons, only make-ups (please see make-up lessons below).

Absences

- 24 hours' notice must be given in order to receive a Make-up Lesson. Please notify us asap via our website [Student Absence Form](#).
- If less than 24 hours' notice is given a make-up lesson will not be allowed, this includes situations such as sudden illness or forgotten lessons.
- Make-ups are arranged with your instructor via LessonMate.
- There are NO credits or refunds given for lessons canceled by Groove Academy, only make-up lessons.

Illness

- We understand that a student may become ill suddenly, but we had to make a compromise that was fair for our parents/students & instructors.
- To keep professional instructors employed, we had to agree to 24 hours' notice, this includes illness as well.



Instructor Absence

- Where a Groove Academy instructor is not able to teach, due to illness or a vehicle / mechanical failure, GROOVE ACADEMY will arrange for a sub for the instructor.
- You may or may not be notified in advance depending on the time given to our staff to bring in a qualified sub. Only as a last resort is the lesson canceled.
- If lessons are canceled, Groove Academy will reschedule a make-up lesson.

Make-up Lessons

- Students **MUST** be enrolled to receive a make-up lesson.
- Make-up lessons are scheduled in addition to your regular lesson time and **CANNOT** be used to replace regular lessons.
- Sept - June: A maximum of **THREE** make-up lessons are given per school year. Any school year make-up lessons yet to be scheduled are forfeit as of June 30th,
- July - August: One (1) make-up lesson is given for summer lessons. Any summer make-up lessons are forfeit as of August 31st.
- If lessons are stopped, all accumulated make-up lessons will be forfeited and cannot be used as credits towards remaining lessons, or refunds of any kind.
- We make every effort to schedule make-up lessons, but we cannot guarantee them. If a make-up lesson cannot be scheduled during a typical week, we do open Christmas & spring break with the occasional Sunday for make-up lessons, (dependent on instructor's availability).
- Groove Academy instructors are trained to go above and beyond to help work out these make-up lesson timings with you, however If you decide that you would prefer to not have this, this lesson is considered forfeited. Please note the onus is on the caregiver/parent to jointly work with us and their instructor to find a mutually beneficial time. The instructors are instructed to diligently help in this so please let the main office know if you feel this is not happening.



Stopping Lessons

- Please notify Groove Academy **on or before the 15th of the month** if you wish to discontinue lessons or classes for the following month.
- If notified after the 15th, you will be charged for a full month of lessons for the following month.

Music Lessons Run All Year!

Stopping Lessons for Summer?

- If you are stopping lessons for summer, we must be notified **on or before the 15th of June**. If notified after the 15th of June, July 's payment will still be due. Notice Must Be Emailed To: info@grooveacademy.ca.