



School Policies, Terms & Conditions

Payment

- Accepted payment methods are Visa, Visa Debit, and MasterCard.
- No other recurring payment methods are accepted at this time.
- **Payments are processed on the 1st of every month.**
- **Lessons are consecutive.** No refunds or credits are given for missed or canceled lessons, only make-up lessons (please see the section on make-up lessons below).

Declined Payments & Late Fees:

Our system will attempt to process declined payments every 4 days.

- **Avoiding NSF Fees:** In the event of an expired credit card, compromised account, or a limited limit balance, you may opt to send an e-transfer until the credit card issue is rectified. To avoid NSF fees, an e-transfer can be sent to info@grooveacademy.ca
- **1st Decline:** No fee. No fee. You will be contacted to arrange a new payment attempt.
- **2nd Decline:** \$7 NSF fee
- **3rd Decline and Beyond** - \$25 NSF fee for each subsequent decline.
- Please Note: If a card declines for the 3rd time, or any time after, an NSF fee of \$25 will be ongoing and will NOT be set back to previous amounts.
- Invoices 40 days late will occur a \$25 late fee per class enrolled in.

Absences

- **24 hours' notice must be given in order to receive a Make-up Lesson.** If less than 24 hours' notice is given a make-up lesson will not be allowed.
- To receive a make-up, login to your Parent Portal - <https://grooveacademy.opus1.io/login>
- 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

- Please cancel online through your Parent Portal to ensure you are given a make-up lesson. This will count as 1 of the 4 make-ups allotted.

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 regular lesson times and cannot be used to replace regular lessons.
- To receive a make-up, login to your Parent Portal - <https://grooveacademy.opus1.io/login>
- **A maximum of FOUR make-up lessons are given per 365 days.** The number of make-ups allotted starts again on the day you enrolled for classes.
- If lessons are discontinued, all accumulated make-up lessons will be forfeited and cannot be used as credits toward 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).
- **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, at any time including the future.
- Groove Academy instructors strive to accommodate make-up lesson timings. However, if you decide to forgo a make-up lesson, it will be considered forfeited. The onus is on the caregiver/parent to work with the instructor to find a mutually beneficial time. Please inform the main office if you feel the instructor is not diligently assisting with this.

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?

- **PLEASE NOTE: WE DO NOT STOP LESSONS FOR SUMMER!!**
- IF STOPPING/PAUSING LESSONS FOR SUMMER, YOU **MUST** LET US KNOW **ON OR BEFORE THE 15TH OF JUNE!**
- **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 of stopping or pausing lessons in summer **MUST** be indicated in the Summer/September form emailed in May & June, or you can email notice/confirmation to: info@grooveacademy.ca,