Deep Cove Music

Student Lesson & Program Contract Policies

Policies that the client agrees to are as follows:

1. The teaching year is from September to August with some time off at Christmas indicated in our annual calendar and **1** week off at Spring Break. Please see our annual calendar for all dates.

2. The summer teaching schedule is from the beginning of July to the end of August and must be booked and paid for in advance

3. The monthly rate is based on the number of weeks your lesson or program is booked for in each month and is due on the 1st of each month.

4. Pre-payment until the end of June must be provided at the time of registration in the form of credit card or bank information for auto debit.

5. **A $20 late fee will be charged for every account 15 days overdue**.

6. Registration fee is $40 plus GST per family charged annually upon registration. The registration fee is not refundable.

7. **Students missing lessons or programs for any reason are not entitled to any refund nor are they guaranteed make-up lessons**.

7.1. **Students that have lessons booked on Statutory Holidays or during the 1 week of spring break that we are open may request a make-up lesson with 24 hrs notice. If a statutory holiday is on a Monday the request must be made by the previous Friday at 6pm.** (a virtual lesson may be requested if students are unable to attend in person for private lessons only)

8. If DCM has to close or an instructor can't make it in for any reason including "an act of God" during any regularly scheduled day for reasons beyond our control, such as but not exclusively, snow days or a pandemic, clients do not qualify for a refund for any lessons or programs. DCM will provide the option of either a virtual lesson or a make up.

9. **A four-week written notice is required to withdraw from lessons or programs unless listed differently below.**

10. Product(s) owing on account past 30 days may be charged to the account payment method on file. Any moneys owed on account that are not cleared by 30 days will be subject to a monthly interest charge of 3%.

11. **If a regular instructor is unavailable for a lesson or program, DCM will provide a comparable substitute either in person or virtually.** If for some reason DCM can not provide either option, the client will be eligible for a make up. Refunds are NOT an option.

12. Clients of Deep Cove Music may not hire the services of any teacher or staff member introduced to them by Deep Cove Music for private instruction or any other service provided by DCM, virtually or in person, outside of Deep Cove Music while being registered for lessons and programs or for the period of 5 years after termination of lessons or services at Deep Cove Music.

13. All clients agree to follow Deep Cove Music's health and safety plan for Covid-19. READ: DCM Safety Plan

14. All clients come to Deep Cove Music at their own risk and will not hold Deep Cove Music or its staff liable for any related incidents due to Covid-19 or any other illness.

15. **When a client registers and takes lessons and/or programs at DCM they automatically agree to all DCM's policies and additional policies.**

Band Factory Program Additional Policies

1. The Band Factory program is an annual program from September to June. The program annual fee may be paid either up front in its entirety or prorated to a monthly fee.

2. Participants may withdraw from the program only within the 4 week trial period from the date of their registration. After that the participant does not qualify for a refund from fees paid up front or for withdrawal from prorated monthly payments.

3. Students in the Band Factory are required to take a **MANDATORY** minimum 30 minute weekly private lesson dedicated to learning the material for their band.

DCM Acting Club & DCM Film Club Program's Additional Policies

1. These programs run in two semesters. Fall/ Winter Semester September 1 to January 31. Spring Semester February 1 to June 30. The program fees may be paid in their entirety for the semester or prorated to a monthly fee.

2. Participants may withdraw from the program only within the 4 week trial period from the date of their registration. After that the participant does not qualify for a refund from fees paid up front or for withdrawal from prorated monthly payments.

3. Participants are automatically registered into the spring semester. A minimum four week notice is required to withdraw from the spring semester. Once starting the spring semester, provided the 4 week trial period is over, the participant is committed to the semester until the end of June.