



Welcome to Pleasant Mountain Music Lessons. Please take a minute to read the following payment schedule and studio policies carefully in order to understand how this lessons studio operates. If you have any questions one of our staff members, or your teacher, can help answer them.

- * **Our teaching year begins the week of September 1st and ends June 30th**
- * **Our summer session begins July 1st and ends August 31st**
- * **Lessons are not automatically paused over the summer or winter**

PAYMENT

Pleasant Mountain Music takes payment up-front at the beginning of the month for entire months' tuition for lessons. Payment may be made via post-dated cheques or monthly cheques made out to *Pleasant Mountain Music*, and are to be dated for the 1st of each month. There is an NSF fee of \$45 for any returned cheques.

Interac e-transfers are to be sent to payments@pleasantmountainmusic.ca on 1st of the month OR by the 1st scheduled class of the month. Preauthorized Payments (PAP), Direct Deposits, and Credit Card payments can be set up through the online studio portal through MyMusicStaff. Payments by PAP, Direct Deposit, or Credit card will be charged on the 1st of the month.

Cash will be accepted anytime. Please pay directly to your teacher in an envelope clearly marked with the amount and Student's FULL name.

PRIVATE LESSONS EFFECTIVE SEPTEMBER 1st 2025

Piano, Voice, Guitar, Bass Guitar, Violin, Drums, Percussion, Ukulele	Lesson Length	Rate	In-Home Charge
Beginner Instruction	30 mins, 45 mins & 60 mins	\$44/half-hour	\$10.00
Intermediate to Advanced (includes level 5 to 10 RCM)	<i>minimum</i> 45 mins	\$66/45-mins	\$10.00
ARCT Performance	<i>minimum</i> 60 mins	\$88/hour	\$10.00

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ARCT Pedagogy	<i>minimum</i> 60 mins	\$90/hour	No in-home option
Harmony, Analysis & Counterpoint	<i>minimum</i> 60 mins	\$90/hour	\$10.00
Music History (all levels)	<i>minimum</i> 45 mins	\$66/45-mins	\$10.00
Musicianship courses (with Chersea)	90-120 minutes	Please contact us	No in-home option

Group Theory: Starting from \$30/hour Please ask about our current classes

Group Lessons: Starting from \$30/hour Please ask about our current classes.

PLEASANT MOUNTAIN MUSIC LESSONS POLICIES

By signing the registration form, you agree to the following Pleasant Mountain Music Lessons (referred to as "The School" from herein) policies.

1. Registration Fee

- a. We do not take a registration fee!

2. Monthly payments

- a. Payments are taken up-front at the beginning of the month or, for group lessons and camps, in full at the beginning of the group program.
 - i. Parents/Guardians will receive a monthly electronic invoice to review charges, and a digital receipt upon payment of tuition. *If you wish to opt-out of these digital receipts, please contact PMM's admin team.*
- b. Parents may pay by providing 10 post-dated cheques for the school year or set up Pre-Authorized Debit/Direct Deposit, their credit card, by e-Transfer, or cash.
- c. Do not deduct missed lessons from post-dated cheques, or e-transfers except for the permitted 1-week at winter break, and 1-week at spring break.
- d. There is an NSF fee of \$45 for any cheques that are returned.
- e. There are no refunds or make-ups offered for same-day cancellations (no-shows); except for extenuating circumstances.
- f. For planned absences, we require 14-days (2-weeks) notice to cancel a lesson at no charge. If we do not receive 14-days (2-weeks) notice, the class will still be charged, however a make-up lesson may be offered at the discretion of your teacher.

3. Teaching Days

- a. The School is open year-round (January to December) for lessons, however in keeping with school district breaks, students may take 2 weeks off for winter break in December, and 2 week off for Spring break at no charge (the equivalent of 2 lesson each week for a total of 4 lessons per school year).

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- b. Lessons are also available through July and August and students are encouraged to attend for part or all of the summer to continue their progress from the school year.
 - i. Lessons are not automatically cancelled. Please notify administration and your teacher of planned absences over the winter and summer holidays
 - ii. Students wishing to take more than 3 weeks away from lessons in the summer will be asked to place a deposit (equivalent to 1 regular lesson) to hold their preferred timeslot upon return.
- c. Tuition will not be reduced for missed lessons due to inclement weather (i.e. snow). In cases where there is bad weather, a digital/online lesson will be arranged that day in lieu of an in-person lesson to keep everyone safe from poor driving conditions.

4. Missed Lessons & Lesson Cancellation

- a. PMM requires a minimum of 14-days' notice to cancel a lesson at no charge. More notice can be given;
 - i. Missing a lesson with less than 14-days will still be subject to tuition charges. A make-up lesson may be offered in these cases, but is entirely at the discretion and availability of the teacher.
 - ii. Make-up lessons must occur before the end of the school year (June), or the lesson is forfeit. There is a maximum of 3 make-up lessons allowed during any single term (Sep-Dec, Jan-April, May-Aug).
- b. There are no refunds or make-up lessons offered for same-day cancellations (including no-shows).
- c. To discontinue lessons *permanently*, or to take an extended (more than 5 weeks) break, 24-hours notice is required. Notice should be given to the teacher directly or, in the rare case of customer dissatisfaction, to the studio directors (owners@pleasantmountainmusic.ca) in order to discuss possible methods of improving lesson experience.
 - i. After providing 24-hours' notice, your lesson slot will not be reserved for a possible return date, and will be made available for external booking or other students requesting schedule changes.
- d. Teachers are instructed not to miss lessons during the regular school year, other than the aforementioned approved weeks. In cases where a teacher misses a lesson, an equally qualified substitute will be provided, or a make-up lesson will be arranged prior to, or following, the teacher's absence.
- e. There are no make-ups or refunds for missing a semesterly group class (10-15 weeks in length).
 - i. To quit an annual class, 2-weeks' (14-days') notice is required. Any lessons paid for after that notice period will be refunded or credited to

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private lessons.

5. Special communicable disease precautions:

- a. As of April 8, 2022, employers are no longer required to have a COVID-19 Safety Plan and must follow communicable disease guidance instead. At PMM we highly recommend that students **do not** come to class if they are feeling sick or are presenting cold/flu symptoms.
 - i. Lessons will be provided by digital format in these cases to keep each other safe, and to not miss a planned session.
- b. Students should always wash or sanitize their hands, prior to beginning their lesson, especially for piano, violin, drum, and guitar students. Face masks are recommended at all times during lessons.
 - i. We offer large and small face masks at the studio for students, parents or teachers.
- c. Teachers **should not** come to the studio if they are feeling sick/have a cough or fever, or are experiencing flu-like symptoms.
 - i. Lessons will be administered by Zoom, FaceTime or other digital methods to keep the same schedule for that day, or in extreme circumstances all lessons will be rescheduled.
 - ii. If a teacher will be away for longer than just one lesson day, a qualified substitute may be brought in to cover during their time away from teaching.
- d. We thank our parents and students for their patience and cooperation on this matter!