



Welcome to Resound School of Music! We are so privileged to have you as our client, and we thank you for giving us the opportunity to serve you. Below are our school policies. We have tried to keep things simple, but if you have any questions please don't hesitate to contact us and we'd be happy to answer them.

Contact Information

Resound School of Music
email: info@resoundschool.com
phone: (604) 574-0406
website: resoundschool.com

Office Hours:
3:00PM – 7:00PM
Monday – Friday*
**excluding holidays and Winter Break*

School of Music Lesson Policies

Scheduling and Cancellation Policy

1. Lessons are scheduled to occur at the same day and time every week, except on stat holidays and during Winter Break. Once you have confirmed your lesson time with us, that weekly time slot will be reserved for you in your teacher's schedule.
2. If you need to cancel an upcoming lesson, visit our online cancellation form at resoundschool.com/cancel-a-lesson. Completing this form will ensure the fastest response, as it will immediately notify your teacher of your cancellation by both phone and email. Please note:
 - a. We do not offer refunds for missed lessons;
 - b. If you have provided your teacher with at least 24 hours notice, you are eligible for 1 of 2 allowable makeup lessons per school year.
3. Occasionally a student forgets about a lesson and is not home at the scheduled time. The teacher will remain and wait at the student's home for half of the length of the lesson before leaving. If the student shows up within that time, the teacher will teach the remainder of the lesson. Otherwise, the lesson is considered a "no-show" and will be forfeit.
4. In the rare event that a teacher is not able to teach a scheduled lesson due to sickness, traffic, extreme weather, etc., we will work to schedule a makeup lesson for another time at your convenience.
5. Due to the nature of traveling between student's homes, please prepare for the teacher to arrive within 5 minutes on either side of the scheduled lesson time. (i.e. if your lesson time is at 3:30, you can expect your teacher to arrive anytime between 3:25 and 3:35)
6. Many students have plans on national holidays, so we take them off as well. You can find our exact schedule on the school calendar at resoundschool.com/calendar.



Registration Policies

1. We offer a rolling registration throughout the year, so you can register at any time.
2. We require 30-days notice in writing to discontinue lessons.
3. Keep in mind that music lessons are scheduled to continue into the summer months. If you wish to take time off from lessons in the summer, we ask that you please provide the office with 30-days notice to make the change. If we are not notified in time, you may be charged for the upcoming month's lessons.
4. Scheduling priority is given on a first-come-first-served basis.

During the Lesson

1. A parent/guardian or other adult (18+) must be home for the duration of all lessons involving minors. If an adult is not present, the teacher is required to leave and that lesson is considered a "no-show". Parents are welcome but not required to observe any of the lessons at their discretion.
2. As a mobile teaching service, our teachers must adhere to a strict schedule and driving route. In order to arrive to their next lesson on-time, teachers must leave as soon as each lesson has finished. If you need to speak with the teacher for any reason, it must be done so prior to the end of the visit, and is included as part of the lesson time.

Payment

1. Lesson payment is made monthly through pre-authorized credit card. Payments will be processed on the 1st day of each month for all music lessons scheduled in that month. You will then be sent an emailed receipt for the transaction. Payment is set to cycle again the following month unless you have notified us otherwise 30 days in advance.
2. Tuition for lessons is a flat-monthly rate based on the length of the lesson. This rate will remain the same each month, so you will always know how much you are paying for your music lessons.
3. If for any reason a student chooses to discontinue their lessons, **we require 30-days notice in writing**. Any scheduled lessons during that time will be charged as usual.
4. There is a yearly administration fee of \$35 per student. This helps to cover the cost of student supplies, photocopies, binders, and recitals throughout the year.
5. Any music books or supplies that the teacher recommends are an additional cost, and can be purchased from a local music store.



Resound School of Music
8661 201 Street
Langley, BC, V2Y 0G9
Canada

Our 100% Risk-Free Customer Happiness Guarantee

1. We offer a 100% risk-free customer happiness guarantee. If you are not completely satisfied with your first music lesson, we will work with you to assign you a new teacher at no additional cost.
2. If you try us out and decide Resound is not the right fit, then we will refund you for your first month of lessons, no questions asked. That's the Resound promise.