



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: office@resoundschool.com
phone: (604) 574-0406
website: resoundschool.com

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

School of Music Lesson Policies

Scheduling and Cancellations

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 time slot will be reserved for you in your teacher's schedule every week.
2. If you need to cancel an upcoming lesson, visit our online cancellation form at resoundschool.com/cancel. 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. If you forget about a lesson and are not at home when your teacher arrives, then your teacher will remain and wait for half the length of the lesson before leaving. If you show up within that time, then your teacher will teach the remainder of the lesson. Otherwise, the lesson is considered a "no-show" and will be forfeited. Forfeited lessons are non-refundable.
4. In the 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

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. If you wish to discontinue your lessons, please email our office at office@resoundschool.com, rather than email your teacher.
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 sit-in and 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 at their next lesson on-time, teachers must leave as soon as each lesson has finished. If you need to chat 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. 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. Payment is set to cycle again the following month unless you have notified us otherwise 30 days in advance.
2. Tuition for lessons is averaged monthly, 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 registration fee of \$35 per student. This helps to cover the cost of student supplies, photocopies, binders, as well as recitals and events 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.



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.