



Studio Policy

1. Attendance & Cancellations:

- ❖ Piano lessons are scheduled **once per week** at a **recurring time**.

| | |
|--------------------------------|------------|
| Beginners (Primer-Lv 4) | 30 minutes |
| Intermediate (Lv 5-7) | 45 minutes |
| Advanced (Lv 8-10) | 1 hour |

- ❖ Lateness

- Students are expected to arrive promptly at their scheduled lesson time.
- Lessons will end at the designated time regardless of a late arrival, and additional time cannot be provided.

- ❖ Missed lessons, Make-up Lessons & Cancellations

- If a student needs to cancel a lesson for any reason (e.g., illness or vacation), a make-up lesson or refund may be arranged at the teacher's discretion.
- To be eligible for a make-up or refund, cancellations must be communicated at least **24 hours** in advance.
- Cancellations made on the day of the lesson or within one hour of the scheduled time will not be eligible for a make-up or refund.
- In the event that the teacher must cancel a lesson, a make-up lesson will be offered.

2. Payment & Fees:

| Lessons Lengths | Fee per Lesson |
|-----------------|----------------|
| 30 min | \$35 |
| 45 min | \$50 |
| 1 hour | \$70 |

❖ Payment methods & schedule

- Payments can be made either via cash, cheque or e-transfer.
 - **E-Transfer Email:** valerie25.ho@gmail.com
- Tuition may be paid on a bi-weekly or monthly basis, depending on the preference of the client.

❖ Refunds

- Refunds will be issued in the event of early withdrawal from lessons, based on the unused portion of the prepaid tuition.

3. Communication & Conduct

❖ Communication Methods

- I am available for communication through the following methods:
 - **Whatsapp & Text:** (647)-963-1293
 - **Email:** valerie25.ho@gmail.com
- Please feel free to reach out with any questions, concerns or scheduling matters.

❖ Parental Involvement

- For beginner students (Primer to Level 4), parental presence during lessons is **strongly encouraged**. This allows parents to stay informed about lesson content and better support practice at home.
- For students at the intermediate and advanced levels, parents are welcome to either remain during the lesson or return afterwards.
- Debrief with parents post lessons will be made if parents decide not to stay during the lessons.

4. Studio Specifics

❖ Parking

- Parking is available in the driveway and along the roadside upon arrival for lessons.

❖ Practice expectations

- Students are encouraged to practice **3-5 days per week**, for **30 minutes to 1 hour per session**, depending on their level.
- If a student requires additional structure or support, a personalized practice worksheet can be provided.

❖ Materials

- Parents and students are responsible for obtaining the necessary piano books before lessons begin.
- For primer beginners students, one of these method books are recommended:
 - **Piano Adventures** - for students starting at ages 5.
 - **ABC Books by Boris Berlin** - for students starting at age 7.
 - **Alfred Adult Series** - for students starting at age 13+.
- At Level 1, **Royal Conservatory of Music (RCM)** materials will gradually be introduced. Parents will be informed in advance regarding which books are required for the upcoming lesson.
- Additionally:
 - Please prepare a **binder** for students to store worksheets and sheet music.
 - A **notebook** is also recommended for tracking homework and weekly lesson notes.

❖ Studio Breaks

- This studio operates year-round, with lessons continuing throughout the calendar year.
- However, lessons will pause during the following holidays:
Christmas, New Year's Day, Easter, Valentine's Day, and all other statutory holidays.
- Lessons will resume as usual following the holiday break.