

IMAGINE MUSIC INC. CLIENT POLICIES 2017-2018

OUR REGULAR MUSIC CALENDAR YEAR IS FROM JULY 1, 2017 TO JUNE 30, 2018.

REGULAR CLIENTS are those who have the same lesson time and day throughout our musical year. These clients are not billed for lessons which fall on Imagine Music Inc. scheduled holidays. Please check our music lesson calendar for those holiday dates.

MUSIC LESSON PACKAGE - Music Lesson Packages (MLP) are sold as Four Lesson Packages / 8 Lesson Packages or 12 Lesson Packages.

They are non-refundable. They expire 12 weeks from date of purchase for every set of four lessons purchased. They are non-transferable to other Imagine Music Inc. teachers unless approved by the office. When you finish your Music Lesson Package, another MLP may be purchased. Payment is usually taken through Visa or MasterCard. ** Please note that under the MLP, any music lessons that scheduled by the client and are cancelled by the client will still be charged. Any MLP lessons that are cancelled by the teacher will not be charged. MLP clients can take lessons when it is convenient for both themselves and the teachers even if the lessons fall on scheduled holidays.

SUMMER LESSONS are available through July and August. These lessons can be purchased as a Music Lesson Package to be used for the Summer months.

TEACHER STUDIO BRANCH LESSONS

Any charges incurred for damage to a Teacher Studio Branch will become the sole responsibility of the parents/guardians of the student(s) involved in the incident.

Please arrive early for your lessons, as there are clients right after you. Unless discussed otherwise with your teacher, parents are asked to remain at the Studio during the lesson.

IN-HOME LESSONS

Due to uncertain driving conditions, teachers may be up to 15 minutes early or late for the regularly scheduled lesson time.

Any part of the lesson that has been missed will be made up by the teacher.

A parent/guardian must be present in the home during the lesson time. Teachers are not permitted to enter a home where there is no parent/guardian present.

Additional Teacher Driving Fees may be added to each In-Home lesson. These fees are determined by the teacher, office and client location. Clients are notified in advance of these fees. If a client moves locations mid-year these drive fees may be subject to change.

MISSED / MAKE-UP LESSONS

Teacher cancellations will always be made up. Please discuss this make-up with your teacher.

We do not give make-up lessons for student cancellations. A lesson is also considered cancelled if a student does not show up within 10 minutes of the intended lesson time. Student-cancelled lessons are still charged as the time is being held by the teacher. This policy is for both Regular Clients and Music Lesson Package Clients.

There are no refunds for missed or cancelled lessons.

SUBSTITUTE LESSONS can be given to other family members or friends if the lesson is at the usual time and place. This can be a terrific way to use a lesson that you might have lost due to a student cancellation. Imagine Music Inc. will not adjust fees for vacations or time taken off during the middle of the year, as the student's space is being held by the teacher. However, you may substitute a student in your place.

INVOICES will be sent out to our clients via email at the beginning of the school year in September or at the time of registering if mid-year. This invoice will outline the monthly fees from Sept to June. If you do not receive your invoice please notify the office. Monthly fees are calculated based on our music calendar which outlines the number of lessons that are to be taught in any given month. This yearly invoice is emailed to you when you commence your lessons. Monthly receipts are available on request only. Imagine Music Inc. reserves the right to cancel this contract (lessons) at its discretion for in-sufficient payment of funds or other just cause.

BILLING – If you have any questions or concerns regarding your music fees, please contact the office directly. Imagine Music Inc teachers do not handle music fees, client billing, or client accounts.

STOPPING YOUR MUSIC LESSONS - 30 days written notice is required from the client for final termination of lessons. Lessons will be billed to the end of that 30-day period. Notice must be given to the Imagine Music Inc. office as well as the teacher(s). You, the client, hereby agree and consent that Imagine Music Inc. will keep your particulars and records confidential, releasing them only as required to your teacher(s) and administrative staff, who are covered by this confidentiality policy of Imagine Music Inc.

RECITALS: Imagine Music Inc. holds 12 Recitals per year. A small participation fee is charged which helps Imagine Music Inc. cover a portion of the costs involved in putting on these recitals.

COMMERCIAL ELECTRONIC MESSAGES (CEM) – With the consent of the client, Imagine Music Inc. will send out CEMs which contains updates and promotions. These messages may include (but is not limited to) Newsletters, Recital Registrations/Procedure Policies, Registration Forms etc.

WEBSITE – Imagine Music Inc. will regularly update clients with valuable information on the STUDENT LOGIN section of our website. There is a login password for students provided to you at time of registration. In the Student Login area, you can find newsletters, updates, upcoming events, recitals and calendars.

FACEBOOK – Please 'like' our Imagine Music Inc. Facebook page, as we often post reminders of upcoming holidays, recital, and other key details, events and even music ticket offers.

YOUTUBE – Videos of students performing at recitals and other events will be posted on our YouTube page ONLY with the parents' written permission.

RATES

STUDIO RATES

(Based on 4 x 30 min lessons per month at \$30.75 per 30 min)

30 min \$123.00/month | 45 min \$185.00/month | 60 min \$246.00/month

IN-HOME RATES

(Based on 4 x 30 min lessons per month at \$34.75 per 30 min)

30 min \$146.00/month | 45 min \$219.00/month | 60 min \$292.00/month

Additional Teacher Driving Fees: may be added to each in-home lesson. These fees are determined by the teacher, office and client location. Clients are notified in advance of these fees.

MLP STUDIO RATES

(Each set of 4 lessons have a 12-week expiry from the date of purchase. \$34.25 per 30 min lesson)

30 min \$137.00/card | 45 min \$206.00/card | 60 min \$274.00/card

MLP IN-HOME RATES

(Each set of 4 lessons have a 12-week expiry from the date of purchase. \$39.50 per 30 min lesson)

30 min \$158.00/card | 45 min \$237.00/card | 60 min \$316.00/card

Additional Teacher Driving Fees: may be added to each in-home lesson. These fees are determined by the teacher, office and client location. Clients are notified in advance of these fees.