

The following policy was set in place to clarify “grey areas” with regards to make-up and missed lessons, cancelled by either the student or the instructor. If you have any questions about this policy or any other matter please do not hesitate to ask the Musik 7 Studios staff (905.689.7680).

MAKE-UP/MISSED LESSONS

The student is entitled to one make-up per six lessons. In order to receive the make-up lesson, the student must call or notify us no later than 21:00 (9:00 PM) the day before the lesson. At this time if a make-up is due, arrangements will be made to reschedule the lesson. If a make-up is not due or the student has called later than 21:00 (9:00 PM) or not at all, the student will be charged for the lesson and no make-up will be owed. Make up lessons will be rescheduled only once before the student is charged for that lesson.

If the student is late for their lesson, the allotted time will not be extended or made-up. However, if the instructor is late for the lesson, the allotted time will be extended or made-up. If the student arrives for their lesson and half the lesson time has already elapsed, the lesson will not be given or made-up and the student will be charged.

We understand that life is not perfect and that sometimes a student just cannot make it to a lesson. The student is entitled to swap lessons with another currently registered student up to a maximum of two (2) times during the semester (ex. Peter cannot make his lesson but the parents want to have his brother John, who is registered, take the lesson instead). M7S keeps notes and progress reports for all students and it becomes difficult to track changes if swaps happen too often.

REFUNDS AND CREDITS

If an instructor is unable to give a lesson, the student will be notified as soon as possible and a credit or make-up will be given.

First time students have two lessons to decide whether they would like to continue their lessons through the semester. Should the student choose not to continue, a full refund will be given. However, should the student decide at the 3rd or 4th scheduled lesson that they do not wish to continue through the semester, 75% of the full semester will be refunded. If more than 4 lessons have elapsed, no refund will be given, as it is very difficult for Musik 7 Studios to schedule a new student to fill the space of a cancelled one after the semester has begun.

A credit on the student account and/or make-up lessons due will be held for a maximum of two (2) semesters and applied upon the student's return to lessons. There will be no cash refunds. If the student does not return or returns after three (3) or more semesters, the credit(s) and/or make-up(s) will be forfeited.