

THE MUSIC LAB LTD.

"Your Neighbourhood Music Store"

MUSIC LESSONS

- ★ COMFORTABLE STUDIOS
- ★ QUALIFIED INSTRUCTORS
- ★ LESSONS FOR ALL AGES, LEVEL & STYLE
- ★ RENTALS AVAILABLE FOR LESSONS AT LOW RATES
- ★ NO REGISTRATION FEE

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ADDITIONAL SERVICES WE PROVIDE

- ★ **Buy, Sell and Trade Musical Instruments**
- ★ **Sell Musical Instruments on Consignment**
- ★ **Musical Instrument Rentals**
- ★ **Musical Instrument Service & Repairs**
- ★ **Music Books & Accessories**

And Much, Much More!!!!!!!!!!!!!!!!!!!!!!

“COME IN AND SEE US”



LESSON INFORMATION

Dear Parents and Students,

The Music Lab extends a warm welcome to all new students. We are looking forward to an exciting year.

To serve you better, The Music Lab invites you to purchase any musical merchandise from our store front where we can address all of your musical needs.

The Music Lab employs highly qualified teachers to provide instructions to our students. Our teachers come from extensive musical backgrounds having studied, performed and have taught at various levels.

- Tuition fees must be paid on time.

We will accept payments by Credit Cards (VISA and MasterCard), Debit and Cash. **PERSONAL CHEQUES** will **NOT** be accepted.

We strongly encourage everyone participate in our **Savings Payment Program**. When you sign-up for the Savings Payment Program you receive a discount off the regular price.

Payment method is **ONLY** available in September and January (**For more information – See Price for Music Lessons**).

- Please carefully read the attached “**Rules and Regulations**” handout and pay special attention to the **Cancellation Policy**.
- It is everybody’s best interest to have all missed lessons made-up. Please keep in mind the importance of re-scheduling a lesson when phoning to cancel. Each time you miss a lesson, we all lose, the studio, the teacher and especially the student. Regular weekly lessons are essential to reach all musical goals.

REMINDER: Please keep in mind that all **Make Up Lessons (MUL)** must be completed while the student is still enrolled at The Music Lab. **MUL cannot be used as credits for regular lessons or for lessons during the next school year.**

- When calling The Music Lab to reschedule your lesson, always give your contact information so we can assure your scheduled lessons is removed accordingly.

- Please, help us keep our studios and waiting areas clean and tidy. Anyone found vandalizing the studio in any way will face serious consequences and will be responsible for the cost of repairs for the damage caused.
- We would appreciate your co-operation in attending to your smaller children while waiting for a lesson to finish. It can be very distracting for both the student and teacher to hear loud talking, laughing, running around the store etc. Please try to remain quiet.
- We encourage you to have a look throughout our store at some of the products that may interest you. Registered students will receive 20% off on all merchandises and 10% off on all musical instruments.

Thank you for taking the time to read this letter. We hope you found it informative and useful. Your co-operation is appreciated.

Yours in the interest in music,

Egidio (Gino) Nobili
President/Owner

RULES AND REGULATIONS

****NOTE: The Music Lab Ltd.** offers private lessons by professional musicians and educators. Our teachers are highly skilled professionals. We are providing a professional service so **PLEASE** make every effort to keep all appointments.

We believe that learning to play a musical instrument is one of the most enriching experiences you can have. To maximize the enjoyment of the lessons for you and your instructor, these policies have been put into place.

1. **A mandatory minimum payment of 4 lessons** (one month) **is required.** Payments will include re-scheduled lessons.
2. Lesson fees must be paid prior to starting the lessons or at the beginning of the month. Students whose lesson contracts are not paid up may be refused further lessons.
3. To successfully learn to play an instrument, attendance is crucial. It is your responsibility and to your advantage to arrive on time. If you are late, you will only be taught for the remainder of the schedule lesson.
4. All pre-paid lessons (including make-up lessons) must be completed by the end of the 1st and 2nd term.

No refund or credit will be granted.

5. All other fees or payments are non-refundable
6. All lessons are taught **PRIVATELY.**
7. Anyone found vandalizing the studio in anyway will face serious action and will be responsible for the cost of any repairs for the damage caused.
8. The Music Lab is not responsible for items left in the waiting area, studios or classrooms.
9. Parents/guardians are responsible for bringing their children for their music lessons on time and picking them up right after their lesson. The Music Lab is not responsible for any mishaps outside the scheduled lesson time and outside the store property.

10. Withdrawing from the Program:

The Music Lab requires a two week advance **written notice to:**

- Justify withdrawing from the program
- Receive refund for unused pre-paid fees.
- If you are under 18 years of age, a parent/guardian must inform us.

If payments were made for the full term but the term is not completed, the balance will be refunded to you with the exception of \$ **25.00 Administration Fee.**

CREDENTIALS

Progress Reports - will be given to all registered students who have completed a minimum of 8 lessons. This is used to keep track of the student's progress throughout their lessons.

NOTE

In order for students to receive their Music Lab documents, their accounts must be in good standing.

CANCELLATION POLICY

Advanced Cancellations - Due to vacation, religious holiday, exams or illness

- No Charge if alternative arrangements have been made with Teacher/Music Lab
- **Maximum of TWO cancellations is permitted per term.**

Short Notice Cancellation – On the day of lesson

- No Charge (this applies to **ONLY ONE** lesson per term)

Any Other Cancellation – Exceeding the first two exceptions

- Regular charges will apply

No Notice Cancellation – When a student fails to show or call

- If you do not provide us with the required notice, you are expected to pay for 100% of the missed lesson.

Frequent Cancellation - The Music Lab has the right to terminate music lessons

If for any reason you must cancel your lesson, **WE REQUIRE AT LEAST 24 HOURS NOTICE.** This allows teachers to accommodate other students. **CANCELLATIONS BY E-MAIL ARE NOT ACCEPTED.**

Teacher Cancellation

If your teacher is not available for any reason, one of our many qualified instructors will substitute. If for any reason we are not able to provide you with a lesson, you will receive full credit for the missed lesson.

Make-up Lessons

The make-up lesson(s) must be arranged immediately with The Music Lab. The Music Lab reserves the right to assign the student to any available teacher and time slot for your make-up lesson(s).

Make-up lessons are the sole responsibility of the student/parent. Please call us at The Music Lab (not your teacher) to make the necessary arrangements **(416) 636-8722.**