

Piano lessons with Jane Ogilvie

Policies 2026 - 2027

In order to register for piano lessons the following must be provided:

- Online Registration form submitted - a Google Form that sends electronically
- \$55.00 non-refundable registration fee (credited back in the first month of lessons)

Rates: Rates are based on a yearly fee divided into 10 equal monthly payments

30 min: \$1100 /yr = 10 payments of \$110/month (up to Piano grade 3)

45 min: \$1650 /yr = 10 payments of \$165/month (Piano grades 4 – 8)

60 min: \$2200 /yr = 10 payments of \$220/month (Piano grades 9 & 10)

Payment: Payment is due on the 1st of the month without exception. You may pay more than one month at a time if you prefer. The \$55 registration fee is discounted from the first month's payment. Payment may be made by cheque or eTransfer.

Cheque – Post-dated cheques for the school year, dated the first of the month they apply to, are required at the first lesson. *Clients are responsible for any NSF charges.

eTransfer – Those that prefer to pay by eTransfer will be sent the correct email address for automatic deposit after registering. Please do not send eTransfers to my regular email address. More than two late payments will result in me asking for post-dated cheques for the remainder of the year.

Schedule: Lessons and holidays are scheduled as indicated on the website calendar. Total - 34 lessons.

Vacations: Please note that I do not allow students to take a month off of payment during the year for vacation or other concerns. Fees are for the entire year, divided monthly for convenience only.

Missed Lesson Policy: There are no refunds for missed lessons.

Make up or rescheduling of lessons is only available for the following reasons:

- Lessons in direct conflict with a music festival performance.
- Lessons cancelled by the teacher.

Should you need to miss a lesson for any reason, I am happy to email extra homework at your request. If you would prefer to move your lesson online, please let me know **before 3pm** on the day of the lesson.

Discontinuing lessons:

If you are unsure whether or not you will be continuing lessons, please talk to me so I can help you make the best decision. Sometimes all that is needed is a little adjustment (e.g. more popular pieces to play, a bigger goal to reach etc.). Discussion can help you to decide if you want to discontinue lessons or if you just need a change.

One month's notice is required to discontinue lessons. Whatever month we are in when you give notice to discontinue lessons, you are expected to pay the next month's payment. For example: If it's November (any day 1-30) when you notify me, I expect you to honour December's payment. You may continue taking lessons until the end of the notice (in this case end of December). **Lessons cannot be discontinued after April 1st.** If you haven't notified me before April 1st that you would like to discontinue lessons, you are expected to pay for the remainder of the school year.

Online lesson policies:

Students are responsible for any connectivity problems due to their internet connection or computer setup. It is helpful to close other applications on your device and to make sure no one is streaming other services using your internet connection. If you are having trouble logging in to an online class, please contact me right away to let me know.

Students may move their lessons from online to in person (at the same time) at any time during the year as long as they notify me a day in advance so I can be sure my home is ready for them.

In person lesson policies:

Students are provided with hand sanitizer to be used before touching the piano. Students that are experiencing any symptoms of illness whatsoever agree to stay home and not bring their symptoms into my home.

At any time, for any reason, students may request to have their lesson online instead of in person (at the same time) as long as they notify me **before 3pm** on the day of the lesson.

My bathroom is only available in the case of an absolute emergency. Please plan ahead and visit the bathroom before you come.

Bare feet or wet socks are not welcome at the lesson. It is helpful to keep a pair of socks in the piano bag as this can be an issue year round.

Parking and Studio waiting area (in person lessons):

To minimize disruption to my neighbours, please take care to park directly in front of my house whenever possible. My neighbours on all sides use the street for their daily parking.

In the best interest of students, I do not allow parents to sit in on piano lessons. If you will be waiting at my home for your child during the lesson, you may wait in my enclosed front porch (warmer months only) or your vehicle. I do not have a waiting area inside my home and neither my front nor back yard are available for client use. For this reason, it is also important that parents take care to be prompt in picking children up after lessons so as not to have their waiting child disrupt the next student's lesson.

I appreciate clients respecting my household by not lingering outside. If you plan to come up to the house, please do enter my enclosed front porch to wait inside.

Books (in person lessons):

I am happy to purchase the books you need and invoice you for the cost. If you prefer I can also give you the details and you can purchase them yourself. I do not purchase books for you without asking first. I lend out many of my own books without charge but I do request that reasonable care is taken of them. Some wear and tear is expected. Please do not repair my books yourself as this can do more damage than good. A replacement fee will be charged for books that are lost or damaged beyond repair.