

Dixon Guitar Studio Policies and Procedures

(Last updated August 2, 2022)

Basic information

Lesson Availability

Lesson slots are available: 4:30-7pm Monday, Wednesday; 6-7:30pm Tuesday, Thursday; 3-7pm Friday; and 9am-12pm Saturday.

Lesson Rates

Weekly half-hour lessons are available for \$100/month (this averages out to \$25/lesson over the course of the school year). Weekly hour-long lessons are \$200/month. (See weekly lesson policies and contract.)

For those wishing for more flexibility, casual lessons are available on a pre-paid basis at a rate of \$25/half-hour or \$50/hour. Clients may pre-purchase casual lessons in bulk at a discounted rate of \$100/5 half-hour lessons or \$200/5 hours of instruction. Scheduling of casual lessons is subject to Robert's availability within the lesson availability given above. (See casual lesson policies and contract.)

Weekly lesson policies

Weekly lessons are generally seen as a long-term commitment (September-June, no lessons on statutory holidays or during Christmas and Easter school breaks). That said, payment is accepted on a month-by-month basis and students are not bound to see the year through if they do not wish to continue for some reason. (You are encouraged to bring any concerns to Robert to improve your lesson experience prior to quitting. If, however, guitar really ends up not being your "thing", we understand and there are no hard feelings!)

Payment

Payment is accepted via cash, cheque or e-transfer (dixonguitarstudio@gmail.com) and is due at the beginning of each month (on or before the first lesson of the month). If you require a different payment schedule, please discuss this with Robert so that your contract can reflect the alternative arrangement.

Scheduling

Clients who opt for weekly lessons will select a timeslot within the lesson availability given above. By opting for weekly lessons, you are committing to that consistent lesson time and are entitled to that timeslot each week (excepting statutory holidays and Christmas and Easter school holidays). Robert is designating this time for you and will not offer it to anyone else unless your anticipated absence has been communicated in writing.

Re-scheduling and Make-up Lessons

If you are unable to make it to your scheduled lesson, please inform Robert as soon as possible.

With at least 24 hours notice: Robert will work with you to reschedule for an available lesson time within his regular availability. Another option may be extending subsequent lessons to make up the time if

availability permits. If rescheduling becomes a recurrent issue, he may suggest a permanent move to a different timeslot.

With less than 24 hours notice: Robert will work with you to reschedule (as above) no more than three (3) times over the course of the year and no more than once per month.

Robert will also be available for make-up lessons in the afternoon of the last Saturday of each month if other rescheduling options do not work.

Mid-month Enrollment

Robert accepts new weekly students at any time, pending availability. If a new student wishes to start mid-month, the first month's fee will be pro-rated at a rate of \$25/half-hour lesson or \$50/hour-long lesson.

Casual lesson policies

Casual lessons offer flexibility for clients. The scheduled timeslot can vary from lesson to lesson and the frequency is up to the client, pending Robert's availability.

Payment

Payment via cash, cheque, or e-transfer (dixonguitarstudio@gmail.com) is required at time of booking (or initial purchase if opting for the bulk option).

Scheduling

Clients are able to choose any available timeslot (within the availability given above) by contacting Robert. Once a lesson date and time is confirmed in writing (via text or email), that time is reserved for you.

Rescheduling

If you are not able to make it to the agreed lesson time, Robert will work with you to reschedule within his regular availability no more than twice. If you fail to attend the third scheduled lesson, your lesson fee will be forfeited.

In the case of bulk passes, the single lesson will be deducted from your pass after the third consecutive missed lesson time. If rescheduling becomes a recurrent issue, Robert may, at his sole discretion, deny future purchases of bulk passes.

Expiration of Bulk Passes

Bulk passes must be used within six months of purchase. Any instructional time not used within the six-month period is forfeited.

Instructor's discretion

Robert retains the right to make exceptions to these policies on a case-by-case basis at his sole discretion.

Robert retains the right to alter these policies at his sole discretion. If such alterations occur, existing clients will be notified of the changes in writing.