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OUR POLICIES

- REGISTRATION -**
- CANCELLATION -**

current as of: January 2009

For private and semi-private lessons:

- Registration:** Registration can be done any time.
- Payment:** Short contracts (up to 8 hours of instruction) must be paid in full at the time of registration.
For longer contracts, payment to cover the estimated cost of the first month of lessons must be made at the time of registration. At the end of each month, any 'credits' are carried into the following month, or paid out if it's the end of the contract. If more lessons were taken than planned, payment must be made together with next month's invoice.
An alternative payment plan can be arranged with the administration.
- Scheduling:** A weekly schedule must be established by Thursday of the previous week at the latest.
- Cancellation** by client: If a lesson is cancelled at least 24 hours in advance, the class will be rescheduled. If the cancellation is made later, the client forfeits the lesson.
If the class is cancelled by both parties, e.g. because of bad weather, a replacement class will be scheduled.
- Cancellation** by the school: A lesson must be cancelled at least 24 hours in advance. Another class will be scheduled in its stead.
- Lessons in the client's home:** The school charges \$0.30 per kilometre between the school and the client's home

For regularly scheduled group courses:

Registration:

Minimum No. of students: 4
Maximum No. of students: 6

Deadline: 1 week before the course start.

Payment:

The tuition fee is due upon registration. However, payments will not be processed until the registration deadline has passed.

An alternative payment plan can be arranged with the administration.

Cancellation of course:

If the minimum number has not registered by the deadline, the administration may either cancel the course or ask those registered if they are willing to pay a higher tuition fee. If the course is cancelled, a full refund will be given.

If a student cancels before the registration deadline, a full refund will be given. Refunds for cancellations after the deadline will not be given.

Missed or cancelled classes:

- ◆ There is no reimbursement for a missed class. However, a teacher may offer the client to make up the class in another group if s/he thinks it appropriate.
- ◆ A lesson may be re-scheduled by consensus between participants and the teacher. The administration needs to be notified at least 24 hours in advance.
- ◆ If a lesson has to be cancelled by the administration, participants will be informed as soon as possible and the class will be held at some other time convenient for all participants.