



FEI PIANO STUDIO WEST VANCOUVER

Studio Policy (Sep 2023 - June 2024)

WELCOME TO MISS FEI'S PIANO STUDIO !

Trial Lesson

45-minutes trial lesson is only offered once to new students. Trial lesson is for student, parents and teachers to get to know each other and for the teacher to evaluate the readiness of students. The one-time trial lesson is charged according to the standard rate and payment method is only by cash after the lesson. After a student is admitted, the regular lessons are charged by month.

Schedule

Fei dedicates her time and efforts to max. of 32 students per school year, thus the available time options are limited. Please pre-book a time slot with Fei before scheduling the trial lesson to ensure that you/your child would be able to have a time slot if wish to sign up after trial lesson. However, the time slot is only secured after first month's tuition has been paid. Waitlisted students could still schedule for irregular lessons , on week-to-week basis.

Rate and Payment

All lessons are charged by month based on standard hourly rate below, due by the 7th of each month. Minutes of lessons are decided by the teacher after the trial lesson based on the age and level of students. Miss Fei also offers Zoom lessons for students who are not able to travel to her home studio. Make-up lessons could also be done on Zoom. Zoom lessons are charged at standard rate. Payments are **non refundable, non transferrable to another person** and **cannot be carried forward** to following month(s).

1-on-1 Piano Lessons Rate:

Hourly rate: \$90 (age 9 and up / adult students / students with prior experience)

45-minutes lesson: \$68 (beginners who are age 6-8)

30-minutes lesson: \$45 (beginners who are age 3-5)

Advanced students hourly rate: \$100

(RCM Level 7 and up / ABRSM Grade 6 and up/ personalized intensive lessons)

*Advanced students are required to have 75-90 minutes weekly lessons

*Piano method books, theory workbooks and other learning materials are not included in tuition rate.

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Payment Method

Trial lesson: Cash only

Signed-up students: Cash, cheque or e-transfer in Canadian Dollars currency only.

E-transfer email: feifanoh7@gmail.com. For password please write: feipianostudio.

Reschedules & Cancellation Policy

Once a student signed up for learning, consistency in learning is important to ensure the proper growth of interest and learning, therefore regular attendance is expected. Miss Fei will commit to your weekly regular lesson time which means this time slot is yours for the whole school year and the time allocated for you should be respected. Other than statutory holiday or a cancellation with at least 24 hours notice, students' weekly attendance commitment is expected and any no-shows due to personal reasons, or last-minute cancellation will be billed in full and cannot be refunded as respect to the teacher's time. No carry forward of paid lesson is allowed.

To cancel lessons:

To reschedule or cancel a lesson due to personal reasons, student/parent MUST provide at least 24 hours written notice (text or email). Teacher will do the same. This is to respect both teacher and student's time and arrangement. Failure to do so, including no-show, the lesson will be charged at full rate, no refund could be offered.

To reschedule lessons:

For any cancellation of lessons due to student's reason (e.g. vacation, schedule conflict, etc), lessons may be rescheduled as make-up lessons, provided that an advanced notice is given, preferably 5-7 days notice, at least 24 hours. To reschedule lessons, these are the flexible options that could be offered, subject to teacher's schedule and availability:

1. Find another day and time in the week or before end of the month to come for the make-up lesson
2. Zoom lessons (suitable for out-of-town situation)
3. Extend the following few lessons' time to make up for the missed lesson

(For example: the next 2 lessons will be 45 minutes lesson to make up for last week's 30-minutes lesson that was cancelled with an advanced notice)



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Reminders:

1. Please stay home and rest if you or your child does not feel well or show symptoms of COVID. Test yourself before coming to lesson if you are recently a close-contact with anyone who is tested positive
2. If the weather is nice, please use the outdoor deck staircase to enter the studio. The entrance is through the side pavement by the garage.
3. For safety concern, young children must be picked up, dropped off and accompanied by adults at whole time while going up and down the driveway and deck staircase.
4. Parking: you may drive up the driveway and park at the empty corner below the garage or you may park by the street on Marine Drive and walk up (quite a bit of calories burning though!)

Suspension of Lessons / Summer Break:

1. Lessons will be suspended if tuition is owed for more than 7 days after it is due.
2. Student may request to suspend lessons if plan to be away for longer period of time. Your original time slot cannot be guaranteed if the suspension of lessons will be more than two weeks or if tuition has been owed for more than 7 days. Please book a new time with your teacher again before resuming lesson.
3. Teacher will generally only take a longer break during summer (month of July). An early notice will be given to all students before the summer. Other than summer time when flexibility may be offered, for rest of the year, the attendance of weekly lessons are expected to be regular.

Please maintain prompt communication with the teacher and respect the policies above so we could have a good flow and progress for the whole school year.

Before making your first tuition payment, please fill in the New Student Registration Form and acknowledge in the form that you have read and agreed with the studio policy.

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