



Fei Piano Studio Studio Policy 2025-2026

Philosophy & Setting Expectations

Piano learning is a long-term commitment. Fei is dedicated to instilling high standards and a focused attitude in her students, which includes not only achieving results but also nurturing their interests. She ensures the learning process is systematic, creative, and enjoyable. Fei believes in setting realistic goals so that students will grow to love the piano for years to come. These goals may include performances, seasonal projects, exams, or competitions, but they should always be based on each student's motivation and interests. Her hope is that music will remain a faithful companion in her students' growth.

To achieve all that, the least expectation for students is to show up regularly to lessons and come prepared for the lesson. There will be ups and downs in learning, having consistency, bringing prompt feedback and trusting the teacher's guidance is the key to successful learning. Feedback would always be given to students or parents (for young learners) at the end of each lesson, along with practice guidelines. It is important that students follow the practice guidelines to build good practice routines at home.

1-ON-1 LESSONS STUDIO POLICY

Recommendations

Fei offers 1-on-1 piano lessons (online or in-person) that integrate ear training and theory as essential parts of a well-rounded musical education—crucial for developing refined musicality. The broader a student's musical vocabulary and perspectives of appreciation, the more likely their commitment will be rooted in genuine interest and intrinsic motivation. Recommendations:

1. Lesson Length for 1-on-1 lessons – Age 4-5: 30 minutes, Age 5-7: 45 minutes. For students aged 8 and up, or those at RCM Grade 2 level and above, Fei recommends scheduling at least 1-hour lessons to allow time for these components, tailored to each student's capacity.
2. Theory & Ear Training Private Lessons – In addition to piano instruction, Fei offers Theory, Harmonization, and Ear Training for students (online or in-person). This is recommended for students who have had 2 years of study. While theory exams are optional, keeping up with theory as playing skills advance is essential. For students with a busy schedule and unable to fit two lessons or a longer lesson per week, **Fundamentals Study** (Zoom online class) is recommended alongside private lessons - available from September 2025. This course covers all the fundamental skills: theory, sight reading and ear training. With RCM syllabus as reference, it is taught using Dalcroze methods to connect the senses.
3. Young Learners – For younger students, the in-person **Musicianship Class** is recommended as a complement to private lessons.

Trial Lesson



Trial lesson the initial 45 minutes or 60 minutes lesson offered for student, parents and the teacher to get to know each other and for the teacher to evaluate the readiness of students. Trial lesson is charged at standard rate and payment method is only by cash after the lesson. There is no registration fee, a student is considered admitted after paying the first month's tuition. Books and other learning materials are not included in the hourly rate.

Billing and Payment

After the trial lesson, a regular lesson time will be agreed upon. This will become the student's ongoing lesson time upon enrollment. Lesson fees follow the monthly **Fee Schedule** which will be sent after a student fills in the registration form. It outlines the monthly payment, with payment due by the 7th of each month. Invoices will be issued and emailed to students/parents if there is a fee adjustment. Payments must match the *Fee Schedule* or the amount stated on the invoice—lessons may not be assumed or self-deducted, random payment amounts are not accepted.

Rates

Virtual and in-person lessons are charged by the same standard rate as below in Canadian Dollars:

Regular Lessons' Rate: 1 hour: \$120 45 mins: \$90 30 mins: \$60

Students who cannot commit to weekly lessons may pay per lesson, offered as seasonal intensives or adult drop-in sessions for leisure learning. Only 1-hour lessons are available for drop-in sessions.. Students who are 9 years old or below are only admitted as regular students. The non-refundable policy applies, and the full lesson fee will be charged if written notice of rescheduling or cancellation is not received at least 1 day in advance.

Irregular Lessons' Rate: 1 hour: \$150

Reschedules and Cancellations

Attendance Policy

Regular attendance is expected. Your assigned weekly lesson time is reserved exclusively for you for the entire school year, and this commitment should be respected mutually. Lessons run continuously throughout the year, except on statutory holidays, as outlined in the **Studio Calendar***.

- **Cancellations with Less Than 24 Hours' Notice** – The lesson will be charged in full and is non-refundable.
- **Cancellations with at Least 24 Hours' Notice** – You may request to reschedule a make-up lesson within the same month, subject to the teacher's availability. Make-up lessons can be scheduled at any time within the month, and advance notice is appreciated to help secure a suitable time. Reminder: reschedules are not guaranteed.
***Please refer to the Studio Calendar for make up lesson dates so we can all plan ahead!**
- **No Roll-Over** – Make-up lessons should be completed within the same month; roll-overs to the following month are not permitted. The purpose of make up lesson is to help students catch up with progress.



- **Written Notice Requirements** – All cancellations or rescheduling requests must be submitted in writing via text message or email.
- **Time Slot Commitment** – Students are expected to maintain their regular lesson time, as the teacher's schedule is limited and often fully booked. Changing your regular time mid year would be very difficult to accommodate. Requesting a different regular timeslot would only be possible at the beginning of each school year (in Augusts).

Option for Non-Regular Lessons

Students who cannot adhere to the regular attendance policy may opt for non-regular lessons which can be scheduled week-to-week and are subject to the teacher's availability.

School Breaks

During Holiday Months, Spring Break (March) and Summer Break (July-Aug), the schedules could be more flexible to accommodate travel plans and to ensure that progress is kept despite the break. The teacher will give advance notice to students if the teacher will have to be away for vacation during spring or summer break. Other than that, lessons are carried on throughout the whole school year regularly. Please confirm your travel plan and schedule lessons with Fei at least a month before and students will receive invoices for any adjusted number of lessons during these months.

****Please refer to the Studio Calendar for make up lesson dates so we can all plan ahead!***

Suspending Lessons

If students will be away for vacation for longer than 2 weeks or are unable to make up missed lessons for more than 2 weeks, students may request to suspend lessons and **that results in giving up the regular timeslot**. Before resuming lessons, students will reach out to the teacher to confirm his/her regular time. Any owe payments for more than 10 days will result in lessons suspension.

Lesson Etiquette & Safety Awareness

- **Drop-Off/Pick Up** : If parents plan to drop off an older child without accompanying them, please inform Fei in advance. If dropping off at the curbside, ensure you see your child enter the building before leaving. For young students, notify the teacher if the drop-off/pick-up person is not a parent or usual family member. Fei's teaching schedule is typically back-to-back; she is not available to pick up or drop off students from the parking lot.
- **Germ Free!** All students must wash and sanitize their hands before beginning the lesson. Please help your young child be prepared for lessons. Also, no food or colored drinks are allowed during the lesson.
- **Let your child stay focused! !**
For any accompanying family members, please allow lessons to proceed without interruption. Wait in the living area and refrain from staying in the same learning area as the student. Exceptions may be granted for young beginner students who require a parent nearby. Siblings, cousins, or other children must not be in the student's learning space to ensure full focus during the lesson.
- **Media & Photo Consent**
Do not voice- or video-record the entire lesson. Short excerpts may be recorded for practice purposes only. If you do not give consents to any photo/video of your child, please inform Fei upon registration.



GROUP CLASS POLICY

1. Terms / Payment Structure

All group classes are billed per term as a single payment. There are three terms in a year:

Fall Term - September to December

Winter Term - January to March

Spring Term - April to June.

*There is a one-time registration fee of \$30 per term to cover learning materials (Book cost is not included)

*Book cost: \$35 for Book 1 and \$60 for Book 2

*Group class rate per session : \$48 per session.

2. Priority Registration

Students enrolled in the Fall Term will receive priority registration for the following terms. The curriculum is one year long, and class day/time will remain the same throughout the year. Waitlisted students will be given priority for any openings that become available during the school year and will also be first considered for the following Fall Term.

3. Attendance & Refund Policy

Fees are non-refundable after the payment is received and an enrollment spot is only confirmed after a payment is received.

Missed lessons cannot be made up or attended in a different class of the week. 1-on-1 trial lessons can be offered to determine if your child is ready for the keyboard class or not (not applicable to all other classes). The cost of a trial lesson is \$60 for a 30-minute lesson.

4. Year-Long Enrollment Incentive (Available for the 2025–2026 academic year only)

Students who sign up and pay for the entire year upfront receive:

1. 10% discount on tuition
2. Only one registration fee is charged for the year (two terms' registration fees are waived).

This incentive is designed to encourage long-term participation for the best learning outcomes.

Lesson Etiquette

For Toddler & Babies Classes:

- Parents must bring foldable strollers.
- Strollers must not block any entrance or hallway to ensure safety for all.

For Non-Parent Participation Classes:

- Parents are expected to say goodbye at the entrance and allow the child to join class independently.
- Please plan to pick up your child 5 minutes before the end of the class, as teachers will use the last 5 minutes to provide feedback.
- If your child has a "blue mood day" and needs you nearby, which is completely understandable, please send Fei a text beforehand so she can work with you to make it a smooth and supportive experience.

Siblings & Space Limitations

Due to space constraints, non-registered siblings are not permitted to stay and observe the class.

Health & Safety

- Please ensure your child washes or sanitizes their hands before arriving. Please arrive on time, classes will start on time.
- If your child is feeling unwell, we kindly ask that you keep them home to rest and recover. Their health and the health of our community comes first.
- For children with allergies, medical conditions, or specific care needs, please inform Fei via email prior to the first lesson.
- All other etiquette guidelines stated on the previous page also apply to group classes.

End of Policy. Updated on Aug 12, 2025.