



FEI PIANO STUDIO WEST VANCOUVER

Studio Policy Year of 2024

Trial Lesson

Trial lesson is one-off 45-minutes lesson offered 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 at rate of \$75/45 mins standard rate and payment method is only by cash after the lesson. For young students (below age 5) the trial lesson will be 30 minutes and the the rate is \$50 / 30 minutes. After the trial lesson, a regular lesson time will be reserved and the lessons will be continued on a weekly basis, charged once per month. There is no registration fee., a student is considered admitted after paying the first month's tuition.

Schedule & Services

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. Fei specializes in 1-on-1 piano lessons, 1-on-1 theory & ear training lessons. She also offers parent-child music foundation lessons to younger beginners.

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 virtual lessons (Zoom). Payments are **non refundable, non transferrable to another person** and **cannot be carried forward** to following month(s).

1-on-1 Lessons Rate (In Person/ Virtual lessons):

Hourly rate: \$100

45-minutes lesson: \$75

30-minutes lesson: \$50

1-on-1 Piano Irregular Lessons Rate (pay per lesson / seasonal intensive lessons only): \$120

Irregular lessons are offered to those who cannot commit to regular weekly lessons, or those who wish to have intensive lessons, during school breaks and certain short periods only

**Advanced regular students (RCM 8 and above) are recommended to have 75-90 minutes weekly lessons*

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

Miss Fei's hourly rate was last updated on September 2023, This policy was updated March 3rd, 2024.



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Payment Method

Trial lesson: Cash only

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

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

Reschedules & Cancellation Policy

Consistency in learning is important to ensure the proper growth of interest and learning, therefore regular attendance is expected. Miss Fei commits to your weekly regular lesson time which means this time slot is strictly yours only for the whole school year and the time allocated for you should be respected. Other than statutory holiday or a reschedule request with at least 24 hours notice, any cancellation with less than 24 hours written notice will be charged as respect to the teacher's time. No refund or carry-forward-to-next-month is allowed for any short-notice cancellation or no-show.

To reschedule lessons:

With a given 24-hours written notice, Fei will try to find another time to reschedule the missed lesson subject to Fei's availability. 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
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)

Reschedule Fee *New Policy in 2024*

Please understand that miss Fei has a busy schedule and it is simply impossible to accommodate all reschedule requests due to each student's different personal reason, it is also a respect to other students' regular lesson time and to miss Fei's rest time / family time. Starting April 1st, 2024, a reschedule fee of \$15 will be charged after 1 permitted reschedule every 3 months. Spring break, summer break and Christmas break periods would be exception. Each quarter of the year (Jan-March, Apr-June, July-Sep, Oct-Dec), 1 reschedule with no charge is permitted.

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Reminders:

1. Please request a reschedule with notice if your child is sick or show symptoms of COVID or Influenza.
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. For rainy day and winter days, please use the main entrance on ground floor.
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. You will give up your regular time slot if you cancel more than 2 lessons continuously or if the tuition has been owed for more than 7 days. Please book a new time with your teacher again before resuming lesson. For regular students who cannot commit to regular attendance will not be guaranteed a re-enrolment and irregular lessons might be a better option.
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 school breaks period, 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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