

L&M Richmond Hill – Lesson Policies

RESCHEDULING

If you cannot make a private lesson for any reason, you can request your lesson be rescheduled. **We require at least 12-hour notice to provide a makeup lesson.** With appropriate notice these lessons will be “banked” and are able to be rescheduled at a later date more convenient to you. **Banked lessons will remain on file up to 6 months. If the lesson is unused after 6 months, it will expire.** Students may not have more than 3 banked lessons on their file at any given time. If the teacher is sick or away, then a credit will be issued for the missed lesson and applied to the next month’s payment.

PAYMENTS

Payments for Private Lessons are made **monthly**, and payments are prorated based on the number of lessons in each given month. Payments are processed in the form of a pre-authorized credit card. Your credit card will be charged **automatically** on the 1st of each month.

INCLEMENT WEATHER

In case of bus cancellations by York Region District School Board or York Catholic District School Board due to inclement weather, you have the option to bank the lesson for that day. To do so, please email us at richmondhilllessons@long-mcquade.com by 12:00 PM EST. Full closures of Long & McQuade Richmond Hill will always be communicated via email immediately upon decision.

COMMUNICATION

All communication from Long & McQuade Richmond Hill will be delivered by email to the **email address on file**. This will include notices of cancellations, changes, or other announcements. By registering for lessons, you have provided consent for the Long & McQuade Richmond Hill to email the address on file news, promotions, and updates about the Long & McQuade Richmond Hill.

WITHDRAWALS

To withdraw from lessons, please send an email to richmondhilllessons@long-mcquade.com. Before withdrawing, students are required to complete any remaining paid lessons for the month. Refunds will not be provided for unused lessons or outstanding makeup sessions. However, we’re glad to arrange makeup lessons at mutually convenient times.

OUTSTANDING PAYMENTS AND NO SHOWS

Long & McQuade Richmond Hill reserves the right to remove or withdraw a student without notice if more than **4 lessons in a row** are missed without prior notice. Long & McQuade Richmond Hill will take all reasonable measures to notify students of outstanding payments and reserves the right to withdraw a student if their account is **more than two months outstanding**.

GROUP LESSONS

Payments for Group Lessons are made **monthly**, and payments are prorated based on the number of lessons in each given month. There are **no makeup lessons for Group Classes**. If the teacher is sick or away, then a credit will be issued for the missed lesson and applied to the next month’s payment.