

# Cancellation Policy

Music and Arts, 2023

Staffing for Music and Arts programs are dependent on enrollment numbers. Once we receive your registration forms, we use enrollment numbers to understand how staff can best support clients during these programs. By registering for these programs, you are committing to helping us ensure that we are able to provide the best quality program for all participants. If you decide to cancel your enrollment, please understand the following policy:

Program cancellations must be received at least two weeks before the program start date to receive a refund. A \$50 service charge will be deducted. For cancellations received less than two weeks prior to the start date, the full cost will be charged. In the event of extenuating circumstances, refunds may be individually assessed by managers.

## One-to-One Music Classes

At the beginning of the season, you will receive a letter outlining session dates. A maximum of one (1), one-to-one Adapted Music Education or individual Music Therapy session per term can be cancelled with a minimum of 24-hours notice. Please refer to your family letter for the designated make-up date. This date must fall within the same seasonal block and cannot be carried over to a future season. We are unable to accommodate any make-up sessions for additional cancellations. Dyad adapted music education, dyad music therapy, or group music therapy does not qualify for this cancellation policy and only one make-up session per season may be provided if a staff shortage is encountered.

**Please note:** Once the season has begun, you are unable to change therapists. If you are experiencing difficulties with your therapist, please communicate these issues with them to find a solution. If you're unable to come to a resolution, please contact the program administrator.

**TIP:** For returning clients, if you are interested in 1:1 and it is not available during the time you want, try a group program (if available)!

Once enrolled, staff will work with the client and family to ensure their identified support needs are met. However, when all possible options have been exhausted, it may be determined that we are unable to meet their needs and participation in the program is not able to continue. Any decision such as this will be made in collaboration with family, clients, program staff and the program manager.

## Financial Assistance

Financial assistance for program fees and/or 1:1 support may be available for registered clients of Holland Bloorview. Please apply to the Family Support Fund as soon as you're able to. Payment for Music and Art programs will still need to be made if you are waiting for a decision from the Family Support Fund. FSF will reimburse you once a decision is confirmed. Please contact the Family Support Fund at 416-425-6220 ext. 6303, email [fsfdoc@hollandbloorview.ca](mailto:fsfdoc@hollandbloorview.ca) or [click here for more information](#).

## Contact us

If you have questions, please call us at 416-425-6220 ext. 3317 or send an email to [musicandart@hollandbloorview.ca](mailto:musicandart@hollandbloorview.ca)