

Go Beyond Academy

Registration and Course Policies

Please read the following policies carefully before registering and submitting payment. By completing registration and payment, parents/guardians acknowledge that they have read, understood, and agreed to the terms and conditions outlined below.

These policies contain important information regarding registration, tuition payments, refunds, credits, absences, make-up lessons, changes in lesson format, and school contact information.

1. Registration, Tuition Payment, and Refund Policy

1.1 Term-Based Tuition

All Go Beyond Academy courses are registered and billed on a **term basis**.

The academic year is divided into three terms:

- **Fall Term: September–January**
- **Spring Term: February–June**
- **Summer Term: July–August**

For students who register after a term has already begun, tuition will be calculated from the student's confirmed start date through the end of the applicable term.

1.2 Refund Policy

Once a student has commenced a course:

- From the **first lesson through the completion of the second lesson**, students who determine that the course is not suitable may withdraw and request a refund for the remaining unused lessons.
- Approved refunds are subject to an **administrative and service fee equal to 5% of the original total tuition amount**. Fees for lessons already completed are non-refundable.
- **After the second lesson has been completed, no cash refunds will be issued beginning with the third lesson.**
- If a student is unable to continue after the second lesson for personal reasons, any eligible remaining tuition may, subject to Academy policies, be converted into **Go Beyond Academy Credit** for future courses.

Except in circumstances where a course is cancelled by Go Beyond Academy or otherwise specifically approved by the Academy, **course credits have no cash value and are non-refundable.**

1.3 Minimum Enrolment for Group Classes

Group classes generally require a minimum of **two students** in order to operate.

If a class cannot proceed due to insufficient enrolment, parents/guardians will be notified in advance and any tuition paid for lessons cancelled by the Academy will be **fully refunded**.

2. Absence Policy

2.1 Advance Notice of Absence

If a student is unable to attend a scheduled lesson due to illness, family commitments, or other circumstances, the parent/guardian must contact Go Beyond Academy **at least 24 hours before the scheduled start time** and provide notice of the absence.

For eligible absences reported at least 24 hours in advance, the missed lesson may, depending on the course type and circumstances, be:

- rescheduled as a make-up lesson; or
- converted into course Credit.

Applicable arrangements are subject to the Make-Up Lesson Policy outlined in Section 3 below.

2.2 Late Cancellations and No-Shows

The following will be considered a **late cancellation or no-show**:

- Failure to provide at least 24 hours' advance notice;
- Forgetting to attend a scheduled lesson;
- Notifying the Academy only after the lesson has begun; or
- Failing to attend without notice.

In any of the above circumstances:

The lesson will be charged in full and will not be eligible for a refund, Credit, or make-up lesson.

2.3 Maximum Number of Student Absences

To maintain continuity of instruction and ensure appropriate academic progress, the maximum number of eligible student-requested absences per term is:

- **Fall Term: maximum 4 absences**

- **Spring Term: maximum 4 absences**
- **Summer Term: maximum 2 absences**

Once the maximum number of eligible absences has been reached, additional student-requested absences will generally **not qualify for Credit or make-up lessons**, even where more than 24 hours' notice is provided.

Lessons cancelled due to teacher absence or circumstances initiated by Go Beyond Academy do not count toward the student's absence limit.

2.4 Use of Course Credits

- **Credits generated from private one-on-one lessons may only be applied toward other private one-on-one lessons.**
- **Credits generated from group classes may be applied toward other eligible Go Beyond Academy courses.**

All Credit usage must be arranged with the Academy in advance and remains subject to course availability, scheduling, space, and other applicable conditions.

3. Make-Up Lesson Policy

3.1 Private One-on-One Lessons

If a student provides at least 24 hours' notice of an absence, or if an instructor is unable to teach due to illness or other circumstances, Go Beyond Academy will make reasonable efforts to arrange a make-up lesson.

As instructor schedules are often limited, the availability of alternative lesson times may be restricted. We appreciate the cooperation and flexibility of parents/guardians when selecting from the times available.

If a mutually suitable make-up time cannot be arranged, the eligible missed lesson will be:

Converted into Go Beyond Academy Credit for future use.

All make-up lessons must be coordinated and confirmed through Go Beyond Academy. A make-up arrangement is not considered confirmed until it has been approved by the Academy.

3.2 Semi-Private Lessons (Two Students)

If one student in a two-student semi-private class provides advance notice of an absence, one of the following arrangements may be made, depending on the circumstances:

Option 1:

Both students may postpone the scheduled lesson and arrange an alternative lesson time.

Option 2:

The original semi-private lesson may be converted into separate one-on-one lessons for each student.

All arrangements are subject to instructor availability and must be coordinated and confirmed by Go Beyond Academy.

3.3 Group Classes

If a student provides at least 24 hours' notice of an absence from a group class, one of the following make-up options may be available:

Option A: Recorded Lesson

Where recording is available, a student who has provided at least 24 hours' notice and does not attend the scheduled class may be provided with a recording of that lesson for review.

Once a recording has been provided for a missed class, the lesson will be considered appropriately accommodated and will not also qualify for a refund, Credit, or an additional make-up lesson.

Option B: One-on-One Make-Up Lesson

Subject to instructor availability, the Academy may arrange an individual make-up lesson equivalent to **50% of the duration of the original group class**.

For example:

- Missed 90-minute group class → up to a **45-minute one-on-one make-up lesson**
- Missed 60-minute group class → up to a **30-minute one-on-one make-up lesson**

The maximum number of individual make-up lessons available for missed group classes is:

- **Fall Term: maximum 2**
- **Spring Term: maximum 2**
- **Summer Term: maximum 1**

All individual make-up lessons are **subject to instructor availability**. Go Beyond Academy cannot guarantee that a suitable make-up time will be available.

Where a make-up lesson cannot reasonably be scheduled, the Academy may provide relevant course materials or another appropriate academic arrangement, depending on the circumstances.

3.4 Learning Materials for Missed Lessons

For eligible absences, instructors will make reasonable efforts to provide the relevant learning materials covered during the missed lesson.

After reviewing the materials, students may submit course-related questions to Go Beyond Academy's administrative team. The Academy will forward appropriate questions to the instructor and communicate the instructor's response to the student or parent/guardian.

4. Switching Between In-Person and Online Lessons

At the time of registration, parents/guardians are responsible for confirming the instructional format of the registered course:

- **In-Person**
- **Online**

If a student is registered for an in-person lesson but is unable to attend in person on a particular occasion, the parent/guardian may contact the Academy **at least 24 hours in advance** to request that the lesson be temporarily conducted online.

Advance notice is required so that the Academy can coordinate the appropriate Zoom classroom, instructor equipment, and teaching arrangements.

Requests submitted with less than 24 hours' notice cannot be guaranteed and will be accommodated only where operationally possible.

Any temporary change in instructional format is subject to confirmation by Go Beyond Academy.

5. Contact Information

Go Beyond Academy

35 West Pearce St., Unit 11
Richmond Hill, Ontario L4B 3A9
Near Hwy 7 & Leslie

Telephone:

Landline: 289-597-6906
Mobile / WhatsApp: 437-435-6906

Website:

www.gobeyondacademy.com

6. Principal's Office and Academic Feedback

Principal's Email:

gobeyondacademy@gmail.com

Parents and guardians are encouraged to contact the Academy promptly with any concerns, feedback, or suggestions regarding instructors, course delivery, student learning, or Academy services.

Parent and student feedback is important to Go Beyond Academy and assists us in monitoring instructional quality, understanding student needs, and continuously improving our academic programs and services.

Thank you for your trust in and continued support of Go Beyond Academy.

We look forward to a productive, successful, and enjoyable term together.