

1. LESSONS

- a. The school calendar is year round with flexible periods from June 24, 2018 - August 11, 2018 and December 23, 2018 - January 5, 2019.
- b. The School DOES NOT observe all federal holidays. Please refer to the School calendar.
- c. Lessons are considered ongoing and recurring. To discontinue, please see below.

2. CANCELLATIONS

- a. Skipping lessons is not allowed, except during flexible scheduling periods. Please refer to the School calendar.
- b. If the School or teacher cancels lessons, students will either be assigned a substitute teacher, an alternate schedule, or a make up credit.
- c. Student cancellations and reschedules must be done in writing with at least 48 hours notice to be granted a make up credit. All cancellations will be charged. Skipping lessons is not allowed, except in case of hardship. All other situations will be resolved on a case by case basis.
- d. Cancellations less than 48 hours will be charged and are ineligible to make up or reschedule.
- e. If the student is sick, the lesson(s) should be cancelled. Make up credits will be provided in the case of illness.

3. NO-SHOWS

- a. No-shows are ineligible for make ups.
- b. Three no-shows will result in losing your current schedule day, time and teacher. You will be notified when this happens.
- c. All no-shows will be charged; no exceptions.

4. DISCONTINUE LESSONS

- a. The school must be notified 15 days prior to discontinuing lessons.

5. MAKE UP CREDITS

- a. Make up credits expire 90 days from the date of the cancelled lesson. Credits cannot be taken after suspending lessons and cannot replace regular lessons.
- b. The School will make an effort to accommodate make up requests.
- c. Students are responsible for scheduling make ups with the front desk before the expiration date.
- d. Make ups are subject to teacher availability. The School reserves the right to assign an alternate instructor in the event that the teacher cannot make up a lesson.
- e. Any other circumstance not covered in this policy will be resolved on a case-by-case basis.

6. RECITALS & EXAMS

- a. The School offers four recitals per year. Information can be obtained at the front desk or the bulletin board.
- b. ABRSM Exams are offered throughout the year. The exam dates and enrollment deadlines are set by the ABRSM organization and posted on the bulletin board.
- c. Students are strongly encouraged to participate in either an exam or recital once per year.

7. Billing, Payments & Discounts

- a. There is a non-refundable registration fee of \$50 for new and re-entry students.

(Policy continued on back)

- i. Placing lessons on hold for more than 30 days will require a new registration fee to be paid.
- b. A credit card on file is **REQUIRED** to enroll in lessons.
- c. Credit cards will be automatically charged on the 25th of each month for the following month's lessons and any open invoices.
- d. Cash or check payments are eligible for a 2.5% discount and are due by the 25th of every month for the following month's lessons.
 - i. Invoices will be sent by the 15th of every month for the following month's lessons.
- e. There is a sibling discount of 2.5% and a 2.5% discount for taking multiple lessons.
 - i. Payment must be paid by cash or check to receive discounts.
- f. Maximum discount that can be applied is 5%.
- g. Late fees will be applied on the 26th of each month.
 - i. Payment arrangements can be made with the front desk to avoid this situation.
- h. Reminder emails of outstanding invoices will be sent on the 26th of each month.
- i. The School will charge a \$30 fee for bounced checks and a \$15 fee for late payments.
 - i. Payment arrangements can be made with the front desk to avoid this situation.

8. Rates & Fees

- a. **Registration Fee: \$50.00.**
 - i. Applies to new and re-entry students.
- b. See Current Rates below.
 - i. Senior Faculty: Abigail and Aurelio.

	Rate 1	Rate 2 – Senior Faculty
15-min. lesson	\$24.50	\$26.00
30 min. lesson	\$49.00	\$52.00
45 min. lesson	\$73.50	\$78.00
60 min. lesson	\$98.00	\$104.00

By signing this policy, you understand and agree to the terms and conditions set forth. Any situation not previously stated in this policy will be handled on a case-by-case basis.

 Student's Name

 Guardian's Signature

 Date