

Music Education Centers

Studio Policy Agreement

General Policies

- Please arrive punctually and prepared to your assigned lesson time, ready to make music.
- Daily practice is important to music development. Parents are encouraged to help students prepare for lessons. If you need help in working out a routine for home practice – please do not hesitate to ask.
- Please be courteous to the other students, if you arrive early or have other family members that accompany the student to lessons, please be cognizant of your presence in the waiting area.
- If a student causes damage to any equipment in the studio or property, the parents or guardians are responsible for the paying the cost of repairs.

Attendance Policies

- You must call your instructor BEFORE your lesson to report any cancellation or to reschedule, **if you do not call, the lesson may not be made up.**
- Due to the nature of private study, regular attendance is critical. Therefore, if a student consistently cancels lessons, the teacher has the right to discontinue lessons. If a student misses three (3) consecutive lessons without discussing the circumstances with the teacher; (i.e. extended vacation, surgery etc.) the teacher may give your time slot to another student.
- Please notify the studio 14 days in advance if you plan on terminating services, if fail to do so you will be charged for the remaining lessons.
- If weather conditions do not permit safe travel at the time of your session, lessons will be made up. Please call your instructor if you are unsure.
- If a student is late or unprepared when the instructor arrives to your home, the instructor is not responsible to make up the time, unless prior arrangements are made.
- Make up lessons can be scheduled if the teacher or student has to cancel a lesson for illness, if your lesson is not made up; you will be credited for the lesson fee.

Fiscal Policies

- For new students, the first tuition payment must be received before the first lesson.
- The current weekly lesson tuition is listed on the *Services Price List*. Travel surcharge will be applied to each visit, regardless of the length.
- Tuition invoices will be emailed or mailed on or before the first of the month, please make sure your payment is postmarked before the 10th to avoid a late fee.
- There will be a \$10 late fee if the payment is not received by the 10th, you may remit payment by mail or in person.
- Make-up lessons are charged as if they occur in their regular time frame.
- The studio reserves the right to adjust the cost of tuition at any time.
- There is a \$35 fee for any returned checks.
- Refunds for lesson fees will be granted for emergency situations only.
- Lesson credits are will be issued if a student has used less than 50% of their allotted lessons. Credits are valid for 90 days from their date of issue.

Referral Policy

At Music Education Centers we are always trying to improve our services and expand our client base. The purpose of this policy is twofold. It makes our services more affordable for existing clients and it exposes more prospective students to our program.

- Clients who actively refer others to Music Education Centers will receive, as a thank you, one (1) \$25 credit for each referral they generate. The credit is applied once the newly referred student has enrolled as a student.
- The credit will apply to the following month's balance. For example, the Smith family refers the Jones family, who begin lessons in Feb; the Smiths will get a credit for March.
- There is no limit on how many referrals are generated by any one family. However there we can only redeem 2 referral credits per month, per family.
- This policy is not required in order to continue receiving services at Uncle Andy's Place. It is optional and available to all current clients.