

**Contact Information:**

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**Studio Policies**

This Studio Policy sets forth the standards and expectations that we have for each student that we instruct. To help all of our students learn in a professional setting and in an organized manner, we need the students and parents to review this Studio Policy so that everyone is on the same page with what is expected. While we can make exceptions for the unexpected event that arises, this Studio Policy will be our guide for our students. Please let us know if you have any questions.

***Payment Terms***

Monthly payments are due by the first lesson of the month. No lessons will be provided during the month unless the entire monthly payment has been made prior to this lesson. The studio does not give credits or refunds for lessons missed by a student unless a student provides a notice of at least 48 hours advance of an expected absence or if the reason for the absence is in the judgment of the studio beyond the reasonable control of the student (e.g. illness, inclement weather, etc.), then the studio may provide make-up lessons.

***Make-up Lessons***

Each student is provided two make-up lesson opportunities per semester. If a student misses a lesson for whatever reason, they will be provided an opportunity at the end of the semester during the make-up lesson week to schedule up to two make-up lessons. If the make-up lessons cannot be scheduled during the make-up week, no further make-up lessons will be provided.



### ***Teacher Absence***

Illness or other emergencies may arise which prevent the teacher from offering a lesson at a scheduled time. If the teacher is unable to provide a scheduled lesson due to illness or other reasons, make-up lessons will be scheduled at a time when the student and teacher are available. No refunds or credits will be provided if the make-up lesson cannot be scheduled.

### ***Student Termination***

If a student decides to discontinue taking lessons from the studio, the studio requests at least one-month advance notice. Depending upon the reason for the termination, the studio may refund pre-paid lessons at its discretion.

### ***Teacher Termination***

The studio reserves the right to terminate the contract with the student/parent if the student has excessive absences or if the teacher determines that the student is not cooperating or progressing in his or her music studies. Prior to any decision to terminate, the teacher will meet with the parents to discuss the situation. Refunds for prepaid lessons will be provided at the discretion of the studio.

### ***Practice Expectations***

Students are expected to practice in between lessons. Parents should ensure that the student is given a quiet practice area. Parents should monitor practices and ensure that all of the assignments given to the student are completed.

### ***Parent Attendance at Lessons***

The studio encourages parents to attend and quietly observe lessons for their children, if they wish. The studio does reserve the right to exclude a parent if the teacher determines that the parent's presence is disturbing the child or impeding his or her progress.