

Policies and Procedures

Thank you for allowing me to teach you about the wonderful world of music through piano.

The following guidelines are provided to you to make it clear what you can expect in terms of how lessons, billing, and related matters will be handled.

1. Cancellation Policy

- a. LESSON CANCELLATIONS MUST BE RECEIVED 24 HOURS PRIOR TO YOUR LESSON TIME, BY VOICEMAIL OR TEXT.
- b. See Lesson Make-up Policy below regarding lessons cancelled **with** 24 hours notice
- c. Lessons cancelled **without** 24 hours notice will not be rescheduled, and the lesson fee will not be refunded.

2. Lesson Make-up Policy

- a. **TWO MAKE-UP LESSONS ARE ALLOWED PER STUDENT, PER SCHOOL YEAR**
- b. Make-up lessons are **ONLY ALLOWED** for family emergencies, student illness, and required school activities (concerts, camps etc).

3. Summer Policy

- a. Students are required to continue lessons during the summer months.
- b. Each student is allowed to **MISS TWO WEEKLY, SCHEDULED LESSONS** during the summer months.
- c. The two allowed missed lessons may also be used at another time during the same calendar year.

4. Spring Break Policy

- a. Each student is allowed to miss ONE scheduled lesson during Spring Break.
- b. The Spring Break missed lesson may alternatively be used at another time during the same calendar year.

5. Observed Holidays

- a. No lessons will take place on the following observed holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- b. No lessons on Easter, Passover, Rosh Hashanah, Yom Kippur, and Hanukah for those observing these holidays.

6. Payment Policy

- a. Invoices will be distributed the first of the month by mail or email.
- b. Payment is due UPON RECEIPT.
- c. Payment is accepted by check, online banking, Zelle or PayPal
- d. Payment not received by the 20th of the month will be charged a \$20 late fee.
- e. Invoices include lesson fees, recital fees, and materials supplied by the teacher (associated sheet music, copies of sheet music, books, etc.)

7. Termination Policy

- a. Two weeks notice is required (and will be billed) for termination of lessons
- b. Final payment in full is due at time of termination

8. Referrals

- a. A \$100 lesson credit will be awarded per family for each referred student that begins piano lessons.

STUDENT SIGNATURE (required 9th grade and up) _____ DATE _____

STUDENT EMAIL _____

PARENT SIGNATURE _____ DATE _____

PARENT EMAIL _____