

Music and Rock School Policies

These policies are in place as a result of past years of experience and customer feedback. By starting or continuing lessons at MaRS you automatically agree to these policies, but please feel free to reach out to us if you have questions. Thanks!

Studio Policies and Guidelines:

Music and Rock School is committed to making a fun/positive learning and teaching environment for its students and instructors. For this reason, it is important that students and parents understand and follow the studio policies listed below.

Payments: (Effective as of January 1st, 2017)

Lesson payments are due by the 28th of each month prior to lessons being given. For example, February lesson payments are due by January 28th; April lesson payments are due March 28th, etc. The number of lessons billed is based on the number of lessons for your given day in the next month. (e.g., if your lesson day is Tuesday and there are four Tuesdays in a month, you will be billed for four lessons; if there are five Tuesdays in the month, you will be billed for five.) **A \$10 late fee will be assessed for any late payment received after the 10th of the month (effective February 1st, 2017).** There is also a \$25 fee for every returned check to cover the bank charges. Music and Rock School accepts check, cash or credit card (Visa/MasterCard, American Express and Discover).

Tuition payments exclude holiday closings, so please be mindful of which holidays we observe (<http://musicandrockschool.com/lessons/2018-schedule>). **This means you will never pay for holidays on which we are closed.** Lessons are pro-rated for new students according to their start date. Below you will find a payment reference chart to help you calculate payment.

Music and Rock School - 2018 Lessons per Month by Lesson Day

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30 min. lessons: (\$30 per)	3 Lessons = \$90	4 Lessons = \$120	5 Lessons = \$150			
45 min. lessons: (\$45 per)	3 Lessons = \$135	4 Lessons = \$180	5 Lessons = \$225			
60 min. lessons: (\$60 per)	3 Lessons = \$180	4 Lessons = \$240	5 Lessons = \$300			
January	4	4	4	3	3	3
February	4	4	4	4	4	4
March	4	4	4	5	5	5
April	5	4	4	4	4	4
May	3	5	5	5	4	4
June	4	4	4	4	5	5
July	4	4	3	3	3	3
August	4	4	5	5	5	4
September	3	4	4	4	4	5
October	5	5	4	4	4	4
November	4	4	3	4	4	3
December	3	3	3	3	3	3

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Credit Card Payments: (Effective as of January 28th, 2017)

You have the option to pay in person with a credit card or keep a credit card on file. We apply a 3% processing fee to all credit card transactions.

Rescheduling: (Effective as of January 1st, 2017)

If you need to change a scheduled lesson for any reason, you will be allowed to reschedule for a time within four weeks following the scheduled lesson as long as you email us with 24-hour notice. If we are given less than 24 hr. notice the lesson is treated as a cancellation for which the student will not be reimbursed. We understand that things come up, but please try to give us 24 hr. notice.

Your instructor is not responsible for rescheduling lessons, so please send an email to lessons@musicandrockschool for any rescheduling requests. Rescheduling however cannot be guaranteed and will vary on availability. When rescheduling is not possible for any reason, it will be treated as a cancellation.

Cancellations: (Effective as of January 1st, 2017)

If you need to cancel your lesson, please try to reschedule it within four weeks. We will send an email with the instructor's availability, but it is the student's responsibility to pick a potential makeup time. If the student doesn't respond to said email within 2 weeks then the lesson is forfeited with no makeup or reimbursement due to the student. We do not offer refunds for "missed" or "no show" lessons. We reserve the right to revoke a lesson time/slot if the student misses 2 lessons in a row with no notice given.

Instructor Absence:

Lessons canceled by the instructor will be rescheduled at a mutual agreeable time or a full credit of the canceled lesson will be issued towards next month's lesson charges.

Refunds:

Please do not ask for a refund. There will be no refunds given at any time during your study at Music and Rock School. No exceptions will be made.

Inclement Weather:

Music and Rock School does not follow the public school open/close schedule. If you have questions regarding lesson cancellations due to inclement weather, please check our website (musicandrockschool.com) for more information. We will attempt to reschedule lessons missed due to inclement weather whenever possible. There is a 2 week limit on rescheduled lessons due to inclement weather. After said 2 weeks the lesson is forfeited with no makeup due.

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Other

Our instructors reserve the right to refuse to do business with anyone for reasons the instructor deems necessary. The student and student's guardian(s) expressly release and discharge the studio and the instructor from liabilities for any and all claims and demands, known or unknown, presently existing or which may arise in the future.

**** Music and Rock School is not responsible for students or siblings of students left unattended. ****