

# Make Great Music - Lesson Policies

## Payment:

- Lessons are ALWAYS paid in advance
- Lessons are ALWAYS purchased in sets of 4 or more i.e. (4) 30, 45, or 60 minute lessons
- *Payment Date - Current Students:* If continuing, (4) lessons are paid on or before the last lesson of the current set
- *Payment Date - New Students:* If continuing, (4) lessons paid at the end of the free intro lesson
- *Payment Types:* check or cash (credit card via PayPal or Google Checkout with an additional fee is possible)
- *Returned Checks:* \$20 plus applicable cost of collections

## Scheduling:

- Lessons can be scheduled once a week or once every 2 weeks
- Irregularly scheduled lessons are okay; subject to my availability

## Timeliness:

- Knock LOUDLY on the door at your lesson time
- DON'T KNOCK BEFORE YOUR LESSON TIME; you will interrupt the previous student
- If you're late, your time will not be extended/made-up; CALL IF YOU WILL BE 15+ MIN. LATE; else, no show assumed

## Cancellation - Notification of 1 Week or More:

- Lesson credit is NOT deducted; NO CONSEQUENCE
- Lessons ARE extended by your normal lesson frequency (i.e. 1 or 2 weeks) at your normal day/time

## Cancellation - Notification between 1 Week and Lesson Start Time:

- Lesson credit IS DEDUCTED and CONVERTED TO MAKE-UP TIME
- Lessons are NOT extended by your normal lesson frequency (i.e. 1 or 2 weeks)
- You must notify me BEFORE your lesson starts to convert your cancelled lesson to make-up time

## Cancellation - No Show without Notification

- Lesson credit IS DEDUCTED and LESSON CREDIT LOST FOR THAT LESSON
- YOU MUST CONTACT ME TO CONFIRM YOUR INTENT TO CONTINUE LESSONS WITHIN 24 HOURS OF YOUR NO SHOW, or I will assume you want to discontinue lessons, and I will remove you from the schedule

## Students with Irregularly Scheduled Lessons:

- After a lesson is scheduled, you can reschedule your lesson 1 TIME ONLY and is subject to my availability
- *No Notification/No Show* and *Rescheduling* policies apply; if you cancel, your lesson is NOT converted to make-up time

## Make-Up Time:

- MAKE-UP TIME IS NOT REGULAR LESSON TIME; make-up time can be scheduled OUTSIDE OF YOUR REGULAR LESSON TIME by a) adding time to your regular lesson(s) and/or b) scheduling additional lesson(s)
- Scheduling make-up time is NOT GAURANTEED and is subject to my availability
- Make-up time is NOT AUTOMATICALLY SCHEDULED; let me know when you want to schedule your make-up time
- You must be an ACTIVE, PAYING STUDENT TO USE YOUR MAKE-UP TIME; make-up time DOES NOT EXTEND YOUR LESSONS IF YOU ARE DISCONTINUING

## Rescheduling:

- A lesson can be RESCHEDULED 1 TIME and is subject to my availability
- Lesson credit is lost if you cannot attend RESCHEDULED regular or make-up lesson

## Moving Day/Time:

- Lesson day and/or time can be moved temporarily or permanently, but new day/time is subject to my availability

## Bad Weather:

- Lessons will be held during bad weather unless I notify you otherwise
- If there are bad weather school closures in your or my area, the *Cancellation - Notification of 1 Week or More* policy applies; YOU MUST NOTIFY ME THAT YOU ARE CANCELLING
- If there are no bad weather school closures in your or my area, all policies apply as usual

## National Holidays:

- Lessons will held on national holidays unless I notify you otherwise
- All policies apply as usual

## Refunds:

- All lessons, make-up time, and gift certificates are not refundable; no exceptions

## Stopping/Discontinuing:

- You may stop/pause lessons as desired; all policies apply; your previous lesson day/time is not guaranteed upon restart
- You may discontinue lessons by notifying me and/or not paying for the next set of lessons on the payment due date

## Gift Certificates:

- All policies apply

## Expiration:

- *Unused lesson credits:* Expire 6 months from last payment date
- *Make-up time:* Expires when you stop or discontinue lessons
- *Gift certificates:* Expire 1 year after the date issued