

Southbury Music Lesson Policy

Lesson payments are due on the last lesson day of the month for the next full month of lessons. Payments may be made with cash, check or credit card (Visa/MasterCard). If you would like to auto-charge your tuition monthly, you may leave an active credit card on file to be charged on the dates the payments are due. This card is kept confidential and will not be used for any reason other than to charge tuition (and any outstanding lesson book charges).

If payment is not received on/by the last lesson day of the month the studio will call the home of the student to notify them. Should payment not be received by the next lesson, there will be a **late fee charged of \$15**.

Students wishing to discontinue lessons will give Southbury Music Studio a minimum of **two weeks notice. You will be held responsible for the payment of the two weeks if no notice is given.**

Students lessons are scheduled for the same time and day from month to month unless changed with the scheduling staff. We are happy to work your schedule to try to find something that works year -round. However, we understand everyone's schedules change and we can work with you on moving lesson times throughout the year.

Missed Lessons

The year is divided into two segments: the academic year (September –June) and summer (July-August).

During the academic year each student is allowed three (3) excused absences. The studio must be notified by **12:00pm on the day of the absence in order to receive credit**. For those taking a lesson on the weekend, **the studio must be notified of a cancellation by 7:00pm on Friday in order to receive credit**. The credit for the lesson will be applied to the next month's bill. Refunds will not be issued for any missed lessons. If you fail to show up for a lesson and did not notify the studio by 12:00 that day, then you have forfeited the lesson.

At the end of June the studio will ask students to commit to dates for summer lessons. For example, if there are 8 lesson weeks during the summer and your family will be on vacation for 2 weeks you would be charged for 6 lessons. Payment will continue to be billed monthly. During the summer there are no excused absences.

Studio Holidays

The studio will be closed on the following days:

Labor Day

Thanksgiving

December 24 through January 1

Memorial Day

July 4

Weather Cancellations

In case of inclement weather, please check our website www.southburymusic.com or call the studio to see if we are open for lessons that day.

I, the undersigned, have read and understand the policies stated above. By signing below I agree to abide by these policies.

Signature

Date

Name (please print)

Lesson Policy At A Glance

- In order to keep quality and professional teachers on staff, we have to limit the number of early credited cancellations to **3 per school year** (Sept- June).
- The studio must be notified by **12:00pm on the day of the absence in order to receive credit**. Weekend students must notify the studio by **7:00pm on the Friday before the lesson in order to receive credit**.
- No show and last minute cancellations **cannot** be rescheduled.
- Lessons must be paid for in advance. A student can not reserve a time with an instructor until the month is paid for in advance. Payment is to be received on the last lesson of the month for the next month.
- Lessons signed up over the phone must be paid with a credit card, or you must stop by the store before the lesson and make a payment.
- Free Lessons given from instrument rentals **cannot** be made up. If you do not show up for the lesson or cancel, you have lost the lesson.