

Studio Policy

- Payment for books, sheet music, and accessories must be paid for when received unless a credit card is stored on file with us, in which case the items may be added to your auto-charge account.
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- I understand that lessons have been reserved for me at a specific day and time. This is my time for which I am responsible until I provide a 2 week notification to discontinue lessons.
- Absences: Students are expected to attend each lesson on the day and time reserved for them. There are no makeups given for missed lessons. In the event of an anticipated absence, students will receive ONE excused absence credit per Season. Seasons are as follows: Sep 1-Nov 30 (Fall), Dec 1-Feb 28 (Winter), Mar 1-May 31 (Spring). To receive an absence credit the studio must be notified in advance no later than 12 noon on the day of the lesson scheduled, or by 7pm Friday for Saturday lessons. This credit is used toward the next billing cycle and is not refundable.
- June 1-August 31 (Summer): Students are only billed for lessons that they know they are able to attend. For example, if in July you can only attend 2 lessons, then you are only charged for those 2 lessons. For this reason, during the Summer there are NO EXCUSED ABSENCES.
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- Rescheduling: If you need to reschedule a lesson you must do so by 12 noon the day of the lesson scheduled, or by 7pm Friday for Saturday lessons.
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- Teacher Absences: If your teacher is absent, a substitute may replace the teacher for that week. There are no credits for lessons missed if a substitute has been provided. Should your teacher be absent for more than two weeks, you will be notified by phone call or e-mail. Students will be given a credit for teacher absences if we are unable to provide a substitute.
- Lesson payments will be due the last lesson day of the month for the following month.; that is, Monday lessons for April will be paid by the last Monday in March. The number of lessons billed is based on the number of lessons allocated to me for the next given month. For example, if my lesson day is Monday and there are 4 Mondays in the next given month, then I will be billed for 4 lessons. Lessons for the month will be pro-rated for new students depending on their start date.
- A late fee of \$15 will be added to any statement that is more than 15 days past due.
- If my account becomes repeatedly past due, I will be required to enlist in auto-charge payment.
- A \$30 fee will be charged to my account for any checks returned.
- The Southbury Music Studio is not responsible for students or siblings of students left unattended.
- The studio is closed only on the following holidays: Labor Day, Thanksgiving, Memorial Day, July 4th, and December 24-January 1.

