



## Attendance:

Instructors set aside a dedicated time for each student. When they do this, it means you are committed to the lessons both time and cost wise. To ensure reasonable progress for our students, we require that students regularly attend their lessons.

**If you need to cancel a lesson, 24 hours-notice** is required for the lesson to be eligible for a make-up lesson. Your instructor will schedule this with you individually. If you opt to not have the make-up lesson, you are still responsible for the cost of that lesson.

**"No shows" and short notice cancellations are not eligible for make ups.** However, we do understand when the infrequent last-minute illness arises and will do our best to work with you. Please note that many of our instructors have a wait list for students. It is not fair to the instructors to forego lesson fees from students who regularly cancel when other students are waiting and willing to commit to the entire semester. Musical Chairs prides itself in hiring the highest caliber of professional instructors. In order to maintain this level of instruction, we must provide teachers with predictable income. Our policy also serves to address this need.

## Invoicing:

Musical Chairs invoices on a 3-month basis. Students / families are welcome to pay by monthly installments if they wish. Payments for each month are due by the 10th of the month. The final payment for each session is due by the 10th day of the third billing month.

## Payment:

Musical Chairs requires a credit card to be on file for all students unless they are enrolled in ACH. We accept payment via ACH, Credit Card or Zelle. Please return the Credit Authorization Form to the office at [Manager@musicalchairsstudio.com](mailto:Manager@musicalchairsstudio.com) or have your teacher deliver it to us. You may also contact Stuart to arrange a phone call to take the information.

- Credit card autopay will charge a 3.5% processing fee with each transaction.,
- Zelle is fee free but **must be received by the 10<sup>th</sup> of each month or the credit card on file will be charged including the processing fee.**
- ACH is the most simple payment method and is fee free. Once you are enrolled it is automatic and requires no action from you.

## Studio Helper

Please access your Studio Helper account occasionally. From the account you can see your invoices, and any subsequent updates. In the notes at the bottom of the invoice you'll find any special holidays that MCS will be closed, as well as any other important information pertaining to that invoice cycle.

## Performances:

Regular performances are an important component of your child's music instruction. Recitals give students a tangible goal to help insure progress. Performances also build critical self-confidence skills that will carry your children through life.

Musical Chairs offers recital opportunities about every 2 months. Our goal is for each student to perform at least twice a year. We offer them in a variety of settings and always with a non-threatening approach. Children are encouraged to do their best - not be perfect.

There are many costs associated with recitals including the facility, instrument maintenance, programs, food/beverages for the reception as well as on going student recital monitoring and administration. To help us recoup some of these costs, we charge a \$20 per family recital fee. This is added to your regular invoice.

In addition to recitals, we offer other performance opportunities. **Serenading Seniors** is our community "give back" program where we share our musical gifts at various senior homes in the area. For motivated students, Musical Chairs participates in area music competitions where children are evaluated by judges. Information about these programs is distributed through our monthly Newsletter.

**Holidays:** Musical Chairs observes these holidays and they have been removed from invoices.

- New Year's Eve and Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Rosh Hashana\*
- Yom Kippur\*
- Thanksgiving weekend
- Christmas/Winter break, the studio closes for the week surrounding Christmas and New Year's, exact dates will be determined each year.

\*Please notify your instructor if you plan to miss lessons for either of these religious observances.

\*\*Students are also encouraged to take one week of vacation during Spring Break and two weeks of vacation during the summer.

More details about Musical Chairs Studio can be found on our website under client resources.