



Welcome to Donley's School of Music! You are a part of one of the largest privately owned music lesson programs in the state of Georgia. We have been serving Cherokee Country, and its surrounding area since 1994, thanks to customers like you. We owe the success of our education program to our instructors who provide quality instruction to students of all skill sets and backgrounds.

So that we are able to better serve you in a professional, efficient, and courteous manner, we ask that **ALL students/guardians abide by our policies.**

Scheduling

Please understand that our scheduling uses the "Donley's Music Calendar" NOT the normal calendar. We do this to ensure that our lessons plans are consistent with the 4 lessons/month format. We loosely follow the Cherokee County School System Schedule, to ensure that students and instructors can avoid any miscommunications regarding vacations, travel, etc. **PLEASE** check the Donley's Music Calendar to ensure that you understand the schedule.

We can not hold time slots without payment. Understand that you are buying the instructors time, not individual lessons. Instructors can't earn a living with unpaid time slots on their schedule.

Tuition

- **Tuition is to be paid (in full) by the first lesson each month (following the Donley's Calendar)**
- Tuition can be paid at the front counter via cash, check, credit or debit card, or automatic bill pay through your bank
- The second lesson of the month will not be given until tuition for the month is paid in full
- If payment is not paid on time a \$15 late fee will be added to the month's tuition
- **NO PRORATING. We ONLY prorate if you enroll in lessons in the middle of the month**

Missed Lessons and Make-up Lessons

If a student misses a regularly scheduled lesson, they may be eligible for a make-up lesson as long as the following guidelines are observed:

- At least 24 hours notice is provided to the instructor for all missed lessons (aside from emergencies)
- It is the responsibility of the student/guardian to schedule the make-up lesson within 30 days of the missed lesson
- **The date, time, and method of the make-up lesson is entirely up to the instructor and what their schedule will allow.**
- Instructors reserve the right to refuse make-up lessons to students that demonstrated habitual absences, are not up to date on tuition, or if appropriate notice is not given
- **Make up lessons are COMPLETELY up to the discretion of the instructor. Instructors can decline requests for make up lessons for any reason**

Lesson Discontinuances

- If a student wishes to stop lessons, they MUST provide the instructor with a two week notice, as a courtesy to the instructor
- All tuition must be paid through the two week notice period, regardless if the student chooses to attend the lessons or not

By enrolling in the Donley's Music lesson program, it is understood that all students/guardians agree and will abide by these policies.