



410-310-8303

info@eastonmusicacademy.com

29509 Canvasback Dr
Easton, MD 21601

EASTON MUSIC ACADEMY POLICIES & PROCEDURES

These policies have been established to ensure you have the best experience possible at Easton Music Academy. Please reach out to us if you have any questions about our policies.

MONTHLY TUITION

1. Tuition is a flat monthly fee. The monthly tuition amount is based on 4 lessons per month.
2. A one time \$25 registration fee is charged upon registration.
3. All billing is handled through the Student/Parent Portal. This is found on the website under "MY EMA".
4. New students must make an automatic credit card payment to reserve a regular weekly lesson, otherwise your space is not reserved until payment is received.
5. All tuition payments are auto-billed on the first of the month to the credit card on file. Students are required to have a payment card on file and will be invoiced on the 1st of each month.
6. A \$25 late fee will be charged for payment received after the 10th of each month.
7. If tuition is not paid by the 15th of the month your weekly time slot will be suspended until payment is received.
8. If tuition is not paid in full by the 30th of the month, you will be permanently removed from the schedule.
9. No refunds, credits or discounts can be given once tuition is paid.
10. Students are responsible for additional costs associated with educational materials, music books, instrument rentals, accessories, etc...
11. EMA reserves the right to terminate membership, in which case prorated tuition will be refunded.

CANCELED LESSONS

Low Enrollment

Our group lessons and programs require a minimum student enrollment. If classes don't reach the minimum threshold before the lessons begin they will be canceled and students will receive a full refund or account credit. In the event a group lesson must be completely canceled after they begin, a prorated refund or account credit will be given. All class times listed are subject to change.

Inclement Weather

At EMA we aim to make the safest decision for our students, staff and patrons based on available information. We will typically be closed for classes if Talbot County Public Schools and Offices close due to weather conditions. If classes and lessons are canceled due to weather or other circumstances such as instructor absence, administration will reach out to schedule private make-up lessons. In the case that an individual class is canceled, students will be notified by phone or email.

ATTENDANCE

Families are asked to contact the front desk at 410-310-8303 regarding any absences as soon as possible.

The front desk must be contacted directly and notified of an absence in order for it to be recorded on a student's account. Notifying your teacher will not be sufficient.

Unfortunately, due to schedule constraints, EMA is unable to reschedule private lesson absences.

Should a student miss **three consecutive lessons** without call or email notice prior to the scheduled lesson, the student will be withdrawn from the lesson time without a refund.

Students arriving more than **15 minutes** past the start time for their private lesson will be marked as absent.

Lateness

Due to lesson constraints, a late lesson will end at the originally scheduled time to ensure the instructor's schedule does not get behind.

If your lesson starts late because the instructor's schedule is running behind, you WILL receive your full lesson.

If a student is a no call/no show for their scheduled lesson time, **after 15 minutes**, that lesson is forfeited.

TUITION CANCELLATION

1. To withdraw from lessons, you must fill out the withdrawal form **on or before** the 15th of your last month.
2. EMA requires written notice via the withdrawal form for students that want to withdraw. The withdrawal form can be found on our website under "My EMA" or in your Parent/Student Portal.
3. If a withdrawal form is not completed, the student will not be removed from the schedule and future payments will not be stopped. No refunds are issued.
4. Termination of tuition fees will begin the following month. (i.e. You submit your form **on or before** March 15th, you will NOT be charged for April or further). Absolutely no refunds will be made for any missed classes or lessons.
5. If the student is unable to give notice prior to the 15th day of their last month, you will be charged a late notice fee equivalent to half of one month's lessons.
6. Verbal notice given to the instructor or front desk will not be acted upon and is not considered sufficient.
7. Exceptions on medical grounds may be made to this as decided by EMA management.

MAKE UP LESSONS

1. If the academy has to cancel your private lesson (i.e. no teacher available, emergency closures, etc) a private makeup lesson will be scheduled. Should you miss your scheduled private makeup, the lesson and makeup will be forfeited. We cannot reschedule private makeup lessons.

2. Group make up sessions are continuous throughout the year. If a student signs up for a group make up session and is unable to attend, they can sign up for another Group Make Up session through our site and student/parent portal.

PAUSING LESSONS/IRREGULAR SCHEDULING

1. If you need to pause lessons, we will reserve your time slot on the schedule for up to 30 days, ONLY IF payment is made for that time.
2. All lessons at EMA are weekly. At this time we do not accommodate irregular scheduling.

SUBSTITUTIONS

1. You may decide to change instructor or instrument at any time. Call 410-310-8303 or email info@eastonmusicacademy.com and we will work with you to make arrangements as soon as a switch is available.
2. If your current instructor is unable to teach a lesson, a substitute instructor will be arranged. We do not guarantee that you will have prior notice of a substitute instructor. If a substitute cannot be arranged, a private make up lesson will be scheduled.
3. If your regular instructor becomes permanently unavailable, you will be provided a new instructor with a similar teaching style, or the opportunity to choose a new instructor.

DROP-OFF AND PICK-UP

1. Parents/guardians of students under the age of 16, are required to sign their student out at the front desk before the student leaves the building. This is for the safety of our students and to ensure they are being released safely to their parent/guardian.
2. Once a student is signed out or has left the building, EMA is not liable for the student.
3. If a student is being picked up consistently by someone other than the parent/guardian on file with EMA, that person's information must be given to EMA administration to keep on record.
4. Students, relatives, and children under the age of 10 must be accompanied by a parent or guardian in the EMA lobby. We do not provide childcare before/during/after lessons.

COMMUNICATIONS

All correspondence is sent through email, phone or the student/parent portal. Some of EMA's communication is done via bulk delivery services, therefore there is a level of potential error. If you notice something incorrect e.g. lesson details or account details, it is not intentional. In these cases please let us know via email to info@eastonmusicacademy.com so we can rectify the situation as soon as possible.

There should be no outside communications with any of our instructors or staff.

PLEASE DO NOT TEXT, SOCIAL MEDIA MESSAGE, EMAIL or CALL yours or your students instructor.

CARE OF STUDENTS

EMA is not responsible for providing before or after lesson care for students.

INJURIES

You assume all risk of injury or harm to the child(ren) or adult(s) associated with participation in activities at EMA and agree to release, indemnify, defend and forever discharge EMA and its staff from all liability claims demands, damages, costs and expenses in the unlikely event of injury sustained by your child(ren) or adult student during the course or as a result of their participation in activities at EMA.

EMERGENCY

In the event of an emergency, I hereby authorize and request EMA to provide or secure me/my child to receive emergency treatment at a hospital and/or from a licensed physician should the need arise. I hereby give my consent for EMA to seek necessary emergency medical treatment for me/my child, and for me/my child to receive such emergency medical treatment, which may be deemed necessary or advisable in the event of unjust, accident or illness. I further understand that the emergency contact listed will be called immediately if any emergency arises and I accept financial responsibility for all such medical treatment that may be provided.

PHOTO/VIDEO RELEASE

Unless requested in writing, EMA is granted permission to take photographs/videos of the students to use in brochures, websites, social media, posters, advertising and other promotional materials EMA creates. Permission is also hereby granted for EMA to copyright such photographs in its name.

DISCLAIMER

Easton Music Academy, LLC reserves the right to update our policies as needed to best serve our families, students, staff and studio from time to time. Updates to our policies will be sent out via email. Easton Music Academy, LLC reserves the right to refuse service to any person(s) at any time.

CONTACT DETAILS

For general inquiries: info@eastonmusicacademy.com

For all absence notifications: info@eastonmusicacademy.com

To call us: 410-310-8303

To access the Student/Parent portal: <https://eastonmusicacademy.com/my-ema>

Policy effective upon enrollment. Your cooperation is greatly appreciated. Policies & terms are subject to change. The Policies & Procedures apply to all lesson agreements made between Easton Music Academy, LLC ("EMA") and its students and the parents/carers of its students ("the student")