



667-222-6499
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Easton, Maryland 21601
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EASTON MUSIC ACADEMY POLICIES & PROCEDURES

Our policies ensure a smooth, high-quality experience for all students and families.
Please contact us with any questions.

TUITION & BILLING

- Tuition is a **flat monthly fee** for four lessons/classes, with a **one-time \$25 registration fee**.
- Payments are **auto-billed on the 1st of each month**; late payments incur a **\$25 fee after the 10th**. Unpaid accounts by the **15th** are suspended, and by the **30th** will be removed from the schedule.
- Tuition is **non-refundable**; additional costs for materials and rentals are the student's responsibility.
- All billing is managed through your MyMusicStaff **Student/Parent Portal**.

MISSED LESSONS & MAKEUPS

- **Lessons are non-refundable and non-reschedulable.** Payment secures the student's time slot regardless of attendance.
- **No-call/no-show lessons or missed lessons with less than 24 hours notice are forfeited.**
- If **EMA cancels a lesson**, a pre-recorded **video lesson** will be provided.
- With **24+ hours' notice**, students may request a **pre-recorded video lesson**.

ATTENDANCE POLICY

- Report absences to **667-222-6499** or email. Notifying the teacher is **not sufficient**.
- **Three consecutive unreported absences** result in withdrawal without refund.
- Lessons end at their scheduled time, even if a student is late.

CANCELLATIONS

- **Low Enrollment:** Classes that don't meet minimum enrollment are canceled, and students receive a **tuition credit**.
- **Inclement Weather:** EMA follows **Talbot County Public Schools' closures**. If closed, a pre-recorded **video lesson** will be provided.

WITHDRAWALS & PAUSING LESSONS

- To withdraw, submit a **Withdrawal Form** by the **15th of your final month** (available online at www.eastonmusicacademy.com/myema).
- Late withdrawals incur a **fee equal to half a month's tuition**.
- Missed lessons during withdrawal period are **non-refundable**.
- Lessons occur **at the same time each week**. A time slot can be held for **up to 30 days** with payment.

INSTRUCTOR SUBSTITUTIONS

- Students may **switch instructors or instruments anytime** by contacting the front desk.
- If a teacher is unavailable, a **substitute may be assigned**. If no substitute is available, a **video lesson will be provided**.

DROP-OFF & PICK-UP POLICY

- **Students under 16**: Parents must **enter the building** for pickup. EMA is **not liable** once a student leaves the building.
- **Children under 8** must remain with a guardian in the lobby; EMA does **not provide childcare**.

COMMUNICATIONS POLICY

- Official communication is via **email, call or text**.
- **Direct communication with instructors (text, social media, calls) is prohibited**.

LIABILITY & EMERGENCIES

- Families assume **all risk of injury** and release EMA from liability.
- In an emergency, EMA may secure medical treatment; families are financially responsible.

PHOTO & VIDEO RELEASE

- Unless **requested in writing**, EMA may use student photos/videos for marketing.

POLICY UPDATES & DISCLAIMERS

- EMA **reserves the right to update policies**, with changes communicated via email.
- EMA reserves the right to **refuse service to anyone**

Policies are effective upon enrollment. Thank you for your cooperation!