

LESSON POLICY

SEPTEMBER 2023-AUGUST 2024

GENERAL POLICIES

- **Calendar:** The following dates are built-in days off, but may be used for make up lessons as needed. All other holiday/vacation conflicts will be handled on a case by case basis.
 - Labor Day (Monday, September 4, 2023)
 - Halloween (Tuesday, October 31, 2023)
 - Thanksgiving Break (Tuesday, November 21, 2023 through Sunday, November 26, 2023)
 - Winter Break (Friday, December 22, 2023 through Monday, January 1, 2024)
 - Two (2) Severe Weather Flex Days*
 - Memorial Day (Monday, May 27, 2024)
 - Fourth of July (Thursday, July 4, 2024)

**In the event of inclement weather, we reserve the right to cancel lessons all together and/or pivot to virtual lessons at the instructor and studio manager's discretion. Up to two (2) severe weather cancellation days are factored into tuition.*
- **Safety:** Please keep the lesson area and instrument(s) clean and safe for everyone, including clearing driveways and entryways of snow/ice/debris. **A parent/guardian must be present with students younger than 10 years old.** If a parent/guardian will not be present for lessons and a student is under 18 years old, please notify the studio manager.
- **Respect:** The instructor reserves the right to end the lesson (with no makeup lesson or credit) if a student or parent is acting inappropriately or disrespectfully.
- **Policy & Rate Changes:** The policies and tuition rates are subject to change on an as needed basis, and inflationary increases to tuition are to be expected on an as needed basis.
- **Photo Release:** Lessons By Brooke & Company may use photos, videos, and audio recordings of the student(s) for online and print promotional materials. **To opt-out, please submit your request at lessonsbybrooke@gmail.com.*
- **Referrals:** We are honored each time you refer us! When your referral signs up for their first month of lessons, you earn a \$25 credit applied to the following month's invoice. Referrals do not apply for siblings or members of the same household.

TUITION & PAYMENT

- **Flat Rate Tuition:** Monthly tuition remains the same regardless of how many lessons are scheduled in the month. Much like dance, sports, and other monthly activities, there are no refunds for student absences of any kind and while we do our best, make up lessons are not guaranteed. Instructor absences will always be made up in person, virtually or by prorating tuition at the studio manager's discretion. Tuition reserves student's day/time slot(s) on their instructor's schedule and is inclusive of all learning events and opportunities such as recitals and workshops affiliated with Lessons By Brooke & Company.
- **Payment:** Current tuition rates can be found on [our website](#). Invoices will be sent by the 25th of each month and payment is due by the 1st. Payments can be made via credit, debit or ACH withdrawal either manually or on monthly autopay. Payments that are either declined or not made by the 5th will incur a \$30 late fee. If tuition is not received by the 7th, lessons are suspended until payment (including the late fee) is received in full. Serial late payments may result in the student(s) being dismissed from the studio. If you need financial assistance with your lesson tuition, please contact us about our partner nonprofit, [Cadence Music](#).
- **Lesson Discontinuation:** Written notice by the 5th day of the final month of lessons is required to discontinue lessons. Failure to provide proper notice will result in being charged for the coming month. Lesson day/time slots will not be held if lessons are paused or discontinued for any reason. If/when students begin lessons again, they will be charged the most current tuition rate. Credits or refunds for remaining lessons will not be issued for any reason.

SCHEDULING

- **Absences:** Please communicate conflicts by filling out our monthly schedule check in Google Form that is sent out with our newsletter on the 1st of each month. Conflicts for the coming month are due to the form by the 15th of the current month. We understand last minute conflicts arise, and require a minimum of 48 hours notice to consider rescheduling for last minute conflicts aside from illnesses or emergencies. Without proper notice, the lesson will be considered a missed lesson and will not be rescheduled. Make up lessons will occur in person, virtually or asynchronously at the instructor and studio manager's discretion within 30 days of the absence. Once scheduled, make up lessons will not be rescheduled for any reason. Exceptions to our policies due to illness, emergencies and/or extenuating circumstances will be made at the discretion of the instructor and studio manager.
- **Tardiness:** The instructor will wait 1/3 of the total scheduled lesson time for student(s) to arrive before the lesson will be treated as a missed lesson. Instructors will do their best to arrive on time for in person lessons, and if traffic or weather results in a delayed start, student(s) will always receive their full, scheduled lesson duration.
- **Lesson Transfers:** Lessons are not transferable between students of the same household unless previously agreed upon at least 48 hours in advance, with notice given to the studio manager. Last minute lesson transfer attempts may result in missed lessons.
- **Illness:** Lessons must be rescheduled if any member of the household is ill. The instructor reserves the right to cancel a lesson upon arrival if the student is not well and/or appears to be ill. If a student stays home from school/work, they are not to have an in person lesson and written notice to the studio manager is required by 10am CST. Please give as much notice as possible for cancellations due to illness and we will do our best to provide a make up lesson. By signing this policy, you are agreeing to our current [COVID19 Waiver](#).

OUR AGREEMENT

BY SIGNING BELOW, I AGREE TO...

- Adhere to and respect all of the policies & procedures outlined in this document for both virtual and in person lessons.
- Purchase and/or provide all necessary materials required for lessons such as books, instruments, folders, writing utensils, etc. in a timely manner.
- Foster a nurturing and loving environment in our home and heart to allow beautiful music to flow freely.
- Practice and/or assist with practice on a regular basis according to the instructor's guidelines.
- Respect the time and efforts of all parties involved in lessons - studio manager, instructors, parents and students alike.
- Have an open mind about different tools, techniques and music genres presented by the studio and instructor.

NAME:

SIGNATURE:

DATE:

**THANK YOU FOR ALLOWING US TO BE A
PART OF YOUR MUSICAL JOURNEY!**



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