

# LESSON POLICY

## SEPTEMBER 2024-AUGUST 2025

### 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 for both students and instructors will be handled on a case by case basis.
  - Labor Day (Monday, September 2, 2024)
  - Halloween (Thursday, October 31, 2024)
  - Fall Break (Tuesday, November 26, 2024 through Sunday, December 1, 2024)
  - Winter Break (Saturday, December 21, 2024 through Thursday, January 2, 2025)
  - Memorial Day (Monday, May 26, 2025)
  - Fourth of July (Friday, July 5, 2025)
  - Two (2) Severe Weather Flex Days\*  
*\*In the event of inclement weather, we reserve the right to cancel lessons without rescheduling at the instructor and studio manager's discretion. Up to two (2) severe weather cancellation days are factored into tuition for each student during the policy period.*
- **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](mailto:lessonsbybrooke@gmail.com).
- **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.
- **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.
- **Respect:** The instructor reserves the right to end the lesson (with no makeup lesson or credit/refund) if a student or parent/guardian is acting inappropriately or disrespectfully.
- **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.

### TUITION & PAYMENT

- **Flat Rate Tuition:** Monthly tuition remains the same regardless of how many lessons are scheduled in each month. 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. **There are no refunds for student absences of any kind, and make up lessons for student conflicts are not guaranteed.** Tuition may be prorated due to instructor absences at the discretion of the instructor and studio manager, and only if/when a make up lesson is not possible.
- **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 under any circumstance. Credits or refunds for remaining lessons will not be issued for any reason. If/when students begin lessons again, they will be charged at the current tuition rate.
- **Payment:** Current tuition rates can be found on [our website](#). Invoices will be sent electronically by the 25th of each month and payment is due by the 1st, with a grace period through the 5th. 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.
- **Scholarship Options:** If you need financial assistance with your lesson tuition, please contact us about our partner nonprofit, [Cadence Music](#).

### SCHEDULING

- **Absences:** Student conflicts are to be submitted to the Google Form in our monthly newsletter by the 15th of the month prior to the conflict. **Late submissions (aside from illness or emergencies) will not be eligible for rescheduling.** Instructor conflicts will be prioritized when coordinating make up lessons. Make up lessons can 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.
- **Illness:** Lessons must be rescheduled if any member of the household is ill. Please reach out to the studio manager right away via phone (call or text) to report illness of any kind. 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 in order for the lesson to be eligible for rescheduling. The instructor reserves the right to cancel a lesson upon arrival without rescheduling if anyone in the home is not well and/or appears to be ill.
- **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.
- **Schedule Changes:** We will always do our best to accommodate schedule changes, but we cannot guarantee that a change of day/time slot is possible. We've seen an increasing lack of flexibility in scheduling as of late, and **we strongly recommend scheduling other activities/appointments around your lesson day/time slot whenever possible.**
- **Tardiness:** The instructor will wait 1/3 of the household's 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.



# 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!**



phone . (872) 212-3938

email . [lessonsbybrooke@gmail.com](mailto:lessonsbybrooke@gmail.com)

website . <https://lessonsbybrooke.com/>

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