

Lesson Policy

September 2025- August 2026



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 1, 2025)
Halloween (Friday, October 31, 2025)
Fall Break (Tuesday, November 25, 2025 through Sunday, November 30, 2025)
Winter Break (Monday, December 22, 2025 through Friday, January 2, 2026)
Memorial Day (Monday, May 25, 2026)
Fourth of July (Saturday, July 4, 2026)
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 per student are factored into tuition for each student during the policy period.*

Photo Release: Lessons By Brooke & Company may use student's photos, videos, and audio recordings for online and print promotional materials. If you'd prefer to opt-out, please submit your request at lessonsbybrooke@gmail.com.

Policy & Rate Changes: The policies outline in this document are subject to change on an as needed basis.

Practice & Preparedness: Students are expected to be fully prepared for each lesson. The instructor may end a lesson early if a student is unprepared; in such cases, no make up, credit, or refund will be given. Repeated lack of preparation may result in dismissal from the studio.

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 members of the same household.

Respect: The instructor reserves the right to end the lesson- with no make up 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 is fixed, regardless of the number of lessons in a month. It reserves the student's lesson day/time slot and includes recitals and workshops. **No refunds are given for student absences of any kind, and make up lessons are not guaranteed.** Instructor absences may result in prorated tuition at the discretion of the instructor and studio manager if a make up lesson is not possible. Inflationary increases to tuition are to be expected from year to year.

Financial Assistance & Payments: Current tuition rates can be found on our [website](#). Invoices are sent by the 25th, with payment due by the 1st and a grace period until the 5th. Payments can be made via credit, debit, or ACH, manually or on autopay. A \$30 late fee applies to payments declined or unpaid by the 5th. Lessons are suspended if tuition is not received by the 7th. Repeated late payments may result in dismissal from the studio. If you need financial assistance with your lesson tuition, please contact us about scholarship opportunities through [Cadence Music, NFP](#).

Lesson Discontinuation: Written notice via text or email to the studio manager is required by the 5th of the final month of lessons. Failure to provide notice will result in charges for the next month. Lesson slots are not held if lessons are paused or discontinued, and no credits or refunds will be issued for unused lessons. Returning students will be enrolled at the current tuition rate.

SCHEDULING

Absences: Student conflicts must be submitted via the Google Form in our monthly newsletter by the 15th of the month prior. Late submissions- except for illness or emergencies- are not eligible for rescheduling. Instructor conflicts take priority when scheduling make up lessons, which may be in-person, virtual, or asynchronous at the instructor and studio manager's discretion within 30 days. Once scheduled, make up lessons cannot be rescheduled.

Illness: Contact the studio manager immediately via call or text to report any illness in your household. Lessons must be rescheduled if anyone is sick. If a student stays home from school/work, they cannot attend an in-person lesson, and written notice must be given by 10AM for rescheduling eligibility. All household members must be symptom-free for 24 hours before lessons resume. Instructors may cancel lessons on arrival without rescheduling if anyone appears unwell.

Lesson Location: Lessons must be held at the contracted address. Location change requests require 48+ hour notice and are only allowed for reasons such as home renovations or instrument repairs. Requests may be denied if the new location is too far from the original address.

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.

Schedule Changes: We will do our best to accommodate schedule changes, but a new day/time slot is not guaranteed. Due to increasing scheduling constraints and the nature of our business as traveling educators, **we strongly recommend planning other activities around your lesson time whenever possible.**

Tardiness: Instructors will wait one-third of the household's total scheduled lesson time before leaving, after which the lesson will be marked as missed. Instructor delays due to traffic or weather will not reduce the student's lesson time.



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Our agreement

by signing below I agree too....

- 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 welcoming us into your home & trusting us to play a part in your child's future- One note at a time!

Stay up to date! Follow us on facebook & instagram!

 lessonsbybrooke@gmail.com

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 www.lessonsbybrooke.com

