



Individual, Friends & Family (Group) 4-Pack and Single Lessons Policies

All Zlatanova Music Studio students are required to review these policies when registering for lessons.

Satisfaction Guarantee

Zlatanova Music Studio features acclaimed instructors, and we are confident that our members will receive excellent instruction. However, if you attend your first lesson and are not satisfied for any reason after your first lesson, we will issue a full refund. Furthermore, we want to make sure you continue to be happy with your lessons. If at any time you would like to transfer to a different teacher, please contact the office.

Contact

All administrative tasks - including enrollment, payments, scheduling, cancellations, and weather-related closings – are handled through the Zlatanova Music studio office. Please do not contact your instructor. Any scheduling requests made through the instructor will not be honored.

Contact us at info@zlatanovamusicstudio.com or 617-

Payments

Individual 4-Pack: Payments must be made in full, at least one week in advance of your first lesson. All lessons and lesson plans are nonrefundable (See Satisfaction Guarantee above).

Family & Friends 4-Pack: Payments from the entire group including all students must be made in full, at least one week in advance of your first group lesson. All lessons and lesson plans are nonrefundable (See Satisfaction Guarantee above).

Singles: Payments must be made in full prior to your lesson(s). All lessons and lesson plans are nonrefundable (See Satisfaction Guarantee above).

Scheduling

Individual 4-Pack: All 4 lessons are scheduled at the time of purchase with the Zlatanova Music Studio office. We strongly recommend weekly lessons. However, other arrangements are possible, and a lesson every week is not required. All lessons need to be redeemed within 6 months of purchase date otherwise Zlatanova Music Studio reserves the right to cancel the remaining lessons beyond this period without refund.

Family & Friends (Group) 4-Pack: All 4 lessons must be scheduled with one time slot for the entire group members at the time of purchase with the Zlatanova Music Studio office. We strongly recommend weekly lessons. However, other arrangements are possible, and a lesson every week is not required. Zlatanova Music Studio will consider the first request for lessons schedule from any group member as the final one. The group members are not allowed to request or make individual arrangements other than those made for the entire group. All lessons need to be redeemed within 6 months of purchase date otherwise Zlatanova Music Studio reserves the right to cancel the remaining lessons beyond this period without issuing any refund.

Singles: Flexible scheduling. Schedule your single lesson(s) at your convenience.

Student Cancellations and Make-ups

Individual 4-Pack: Once lessons have been scheduled with the Zlatanova Music Studio office, the student may not reschedule the lessons. If the student must cancel a lesson, the student is eligible to attend one complimentary make-up lesson per term (3 terms per year – Sept-Dec, Jan-April, May-Aug). The make-up lesson must take place on your instructor's make-up date. Unless otherwise noted, make-up dates are as follows: the 4th Sunday in April, 4th Sunday in August, 3rd Sunday in December. Make-up lessons are to be in

addition to the student's normal weekly lesson. Make-up lessons do not roll over to the next term. The student is responsible for scheduling their make-up lessons.

Family & Friends (Group) 4-Pack: Once group lessons have been scheduled with the Zlatanova Music Studio office, the group may not reschedule the lessons. If the entire group must cancel a lesson, the entire group is eligible to attend one complimentary make-up lesson per term (3 terms per year – Sept-Dec, Jan-April, May-Aug). If one member of the group attends the lesson, Zlatanova Music Studio will consider that the entire group had the lesson and no additional arrangements will be considered for the rest of the group who didn't attend. The make-up lesson must take place on your instructor's make-up date. Unless otherwise noted, make-up dates are as follows: the 4th Sunday in April, 4th Sunday in August, 3rd Sunday in December. Make-up lessons are to be in addition to the group's normal weekly lesson. Make-up lessons do not roll over to the next term. The group is responsible for scheduling their make-up lessons. Zlatanova Music Studio will consider the first request for lessons re-scheduling from any group member as the final one. The group members are not allowed to request or make individual arrangements other than those made on-behalf of the entire group.

Singles: For ultimate flexibility, a lesson may be rescheduled with 48 hours' notice. Make-ups are not available for single lessons.

Instructor Time Off/Substitutes

If your instructor has a scheduled date(s) off, Zlatanova Music Studio reserves the right to provide a substitute instructor, at your confirmed lesson day/time. If you are unsatisfied with the sub for any reason, contact us. If you wish to decline sub assignments in general, you must do so in advance – but we encourage you to gain invaluable experience through working with a sub and their unique perspective. If an instructor must cancel a lesson at the last minute, the lesson will be rescheduled at the earliest convenience.

Winter Weather Vouchers

Zlatanova Music Studio is located in Boston. It snows here. During inclement weather, Zlatanova Music Studio will remain open unless the City of Boston declares a state of emergency. However, for your convenience, Zlatanova Music Studio will issue you a Winter Weather Voucher, upon request. The voucher entitles you to reschedule the "winter lesson" at your convenience, within the same quarter. Please note it's up to you to contact the office to request the voucher and to reschedule the lesson; you will be charged for the original "winter lesson" date and the instructor will be paid accordingly.

Please note it's called a "Winter Weather Voucher", basically for snow storms and the like. It's not for "too hot", "too windy", "too sunny", "it might rain tomorrow", etc. Please respect your instructor's commitment, schedule, and need for compensation. Zlatanova Music Studio will also use vouchers for events beyond our control such as power outages. And finally, during winter weather, Page Music encourages you to use the T, conveniently located just a half a block away.

Late Policy

Our instructors are timely, and Page Music strives to run on schedule 100% of the time. We expect you to be on time as well. But if you are running late, your instructor is required to wait for half of your scheduled lesson time, after which time your lesson will be considered canceled. If an instructor is late for a lesson, Page Music will add the time at the end, or to a future lesson.

Injuries

Parents, legal guardians of minor students and adult students fully waive all the rights to any legal action for any injury sustained on studio property or home resulting from any activity conducted by the students before, during or after their lesson time with any instructor from Zlatanova Music Studio.

Photo Release

Page Music is hereby granted permission to take photographs of the students to use in brochures, web sites, posters, advertisements and other promotional materials the school creates. Permission is also hereby granted for Page Music to copyright such photographs in its name.

Gift Certificates

As a gift certificate purchaser, you must agree to these policies, but you do not need to schedule any lessons. The recipient must also agree to these policies. Gift certificates are transferable but are not refundable, and they do not expire.

And Finally

This policy form must be reviewed upon enrollment. These policies apply to the initial lesson plan and all future lesson plans, including any lesson plans purchased for others (family members, gift certificates, etc.). Page Music reserves the right to change these policies at any time. "Zlatanova Music Studio" and "we" refers to Zlatanova Music Studio. "The student", "group" and "you" refers to the student, group or the point person on the account (parent, guardian, etc.).

Print Name _____

Signature _____

Date_____

Print Name _____

Signature _____

Date_____

Print Name _____

Signature _____

Date_____

Print Name _____

Signature _____

Date_____