



Individual, Friends & Family Membership Plan Policies

Summary

Member Benefits:

- Best price per lesson – save almost \$1000 per year for the Individual Membership Plan!*
- 20% off for the Individual Membership Plan! **
- No long-term contracts
- NOT a yearly commitment – just 3 months minimum
- Regular payments in easy automatic monthly installments
- Simple weekly scheduling
- Rescheduling available (see terms)
- No charge for weeks when you are unavailable
- Make-up lessons – private make-ups 3x/year
- Free Music Workshops
- Open enrollment – become a member anytime
- No hidden fees, no registration fees

Member – Individual and Group- Requirements:

- 1 month notice to dropout
- Friends & Family (Group) should be at least a group of 2 students and at most a group of 4 students
- Current billing information kept on file
- Two months (first/last) due upon enrollment

*Membership price compared to single individual lesson price, 60-minute lessons, and 52 weeks/year.

**Compared to single individual lesson prices.

Details

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 (see Scheduling below).

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 and/or dropout notifications made through the instructor will not be honored. Contact us at sofija@zlatanovamusic.com or + (1) 857-504-5591

Enrollment and Payments

Members – Individual and Group- may enroll at any time, and the first month will be prorated if starting in the middle of the month. Enrollment is available year round, and must be completed at least one week in advance of the first lesson.

Upon enrollment, members – Individual and Group- pre-pay for the first month and an additional month of their Individual or Group membership. Membership accounts are always paid one to two months forward – for each subsequent month, your card on file will be automatically charged for an additional month on the 1st of the month. The payment will be based on a 4-week month (see Adjustments below). *Example: If you join on Jan 1, you pay for Jan and Feb up front, and on Feb 1 your card is automatically charged for March; etc.*

For the automatic monthly charge, a credit/debit card must be retained on file. However, you may choose to make your payments by other methods if arranged with the Zlatanova Music Studio office and paid prior to the 1st of each month.

Quarterly Adjustments and Refunds

All lessons – Individual and Group- , lesson plans, and automatic monthly payments are nonrefundable (see 1, 2 below). Zlatanova Music Studio will review and adjust each membership account on a quarterly basis (1/1, 4/1, 7/1, 10/1). As the automatic monthly payment is based on a 4 week schedule, it is possible that you will have a credit or debit. The credit/debit will be factored into the payment amount for that month's automatic payment (1/1, 4/1, 7/1, 10/1). *Example: As a member between 1/1 and 3/31 (1st quarter), you paid for 12 lessons (4 each month), but because of a family vacation, only had 11 scheduled lessons. Your 4/1 payment would then be reduced by 1 lesson.*

1. See Satisfaction Guarantee above.

2. If the member's – Individual and Group- primary instructor leaves the Zlatanova Music Studio staff, members are required to take at least one month with a new Zlatanova Music Studio instructor. Members may try multiple instructors if needed. If this proves unsatisfactory, Zlatanova Music Studio will grant a refund for any remaining credit.

Scheduling

In general, the Individual and Group Membership Plan is a recurring weekly lesson program (1 private lesson/week). Upon enrollment, members choose a weekly lesson day/time, and are confirmed for recurring weekly lessons, automatically scheduled for that day/time for all weeks. Members – Individual and Group- are expected to take a minimum of 10 lessons per quarter (3 months). While this is more of a guideline than a rule, if you have special scheduling needs, please consult with the Zlatanova Music Studio office. All scheduling tasks are handled through the Zlatanova Music Studio office (see Contact above). 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.

Exceptions to your recurring weekly lesson:

A. 2-weeks notice: You may request a given date off, with two weeks notice. You can basically change anything you'd like (a specific date, your day/time, your instructor, your instrument, etc.) with two weeks' notice. If no alternate lesson times will work, a given lesson(s) can be removed from the calendar with no charge.

B. 48 hours notice: With 48 hours notice (but less than 2 weeks), Zlatanova Music Studio will attempt to help you reschedule your lesson. As the instructor has been contracted for the lesson, any rescheduled lesson must occur within the same pay period – preferably during the same week but up to two weeks out. Please note this is completely up to Zlatanova Music Studio's discretion,

and based on the instructor's availability. If no alternatives are available, the original lesson date will be considered a canceled lesson.

C. Holidays: Zlatanova Music Studio is closed on the following national holidays - New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve. Zlatanova Music Studio will contact you about alternate lesson times, if available.

D. Hiatus: With 2-weeks notice, you may put your Membership on pause or "hiatus". You will still be an active member (see Dropouts below), but during your requested date range, you will be taken off the calendar and no charges will apply. This helps accommodate summer vacations, business trips, etc. Depending on the details, you may be required to schedule a new weekly day/time when you resume.

E. 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 recurring 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.

F. Instructor Cancellation: If an instructor must cancel a lesson at the last minute, the lesson will be rescheduled at the earliest convenience.

Attending lessons twice a week and studying multiple instruments are also options for members (additional fees apply). Please consult with the Zlatanova Music Studio office to see if it's right for you.

Make-up Lessons

For any lesson that you must outright cancel, you are 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 your normal weekly lesson. Make-up lessons do not roll over to the next term. You are responsible for scheduling your make-up lessons. 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 on-behalf of the entire group.

Dropouts

Members – Individual and Group- do not need to commit to a long-term contract. To dropout, you must give one month's notice by submitting a simple dropout form to the Zlatanova Music Studio office by the first of the month. The form can be completed in person, by email, or by phone. The dropout form must be received by the first of the month, or your card on file will be charged for an additional month (on the 1st).

To maintain a group membership beyond the first 3 months, the group size should not drop below 2 students otherwise Zlatanova Music Studio reserves the right to cancel the group membership if only one student is remaining in the group. Zlatanova Music Studio will do its best to find suitable arrangements and discuss individual plans with the remaining member.

As your last month is paid upon enrollment, you do not pay again for your last month. Zlatanova Music Studio will also do an account review upon receiving your dropout notice.

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, Zlatanova Music Studio encourages you to use the T, conveniently located just a half a block away.

Injuries

Members, Parents, legal guardians of minor students and adult students 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

Zlatanova Music Studio 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 Zlatanova Music Studio to copyright such photographs in its name.

Late Policy

Our instructors are timely, and Zlatanova Music Studio 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, Zlatanova Music Studio will add the time at the end, or to a future lesson.

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, and may begin their membership at any time. As the purchaser, you are not obligated to any membership fees or future payments beyond the initial payment. Once the recipient gets started, they are encouraged to consult with the Zlatanova Music Studio office about continuing their membership. Gift certificates are transferable but are not refundable.

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.). Zlatanova Music Studio reserves the right to change these policies at any time. "Zlatanova Music Studio" and "we" refers to Zlatanova Music studio. "Member", "Student", "Group" and "you" refers to the student or the point person on the account (parent, guardian, etc.).

Print Name _____

Signature_____

Date_____

Print Name _____

Signature_____

Date_____

Print Name _____

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Print Name _____

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Date _____