

Payment Policy:

Lessons are billed by semester. However, we understand that not everyone is able to pay up front for an entire semester. Payment plans are setup for your convenience. We ask that you respect the due dates and pay in a timely manner. Electronic invoices will be sent out via e-mail approximately 5 days prior to your due date. All payment plans are due on the **25th of each calendar month**. Please note that any and all unpaid invoices will be given a **7-day** grace period, after which a **\$15 late fee** will appear on your invoice. A \$25 fee will be imposed for all returned or post-dated checks.

An excessive amount of abuse of the payment and late fee policy may result in a student being dismissed and their respective spot being filled with another student from our waiting list.

Cancellation Policy / Make up Policy:

We understand that in the case of extreme illness, canceling a student's scheduled lesson may be appropriate (please see "Student Illness Policy" below). In an effort to maximize the number of students, and to aid with difficult scheduling conflicts, we have a limited make up session policy that extends to illness only. Make up sessions will not be given and lessons will not be rescheduled for other reasons. Including but not limited to, vacations, school or sports functions, personal schedule conflicts, weather, doctor appointments or other non-illness related cancellations. If a student cancels for a non-illness reason, no refunds or prorating will apply. We do understand that things will arise and that students may need to cancel. We ask that you attempt to make us aware at least 24 hours prior to the scheduled lesson as a courtesy to the teacher. Please keep in mind that if a student has an excessive amount of missed sessions, this may have an impact on the effectiveness of the learning experience. If for some reason the student's lessons need to be discontinued entirely, please make every effort to make the teacher aware of this as soon as possible.

In the event that a cancellation is made by the teacher or studio, every effort will be made to reschedule or a "per lesson" refund will be issued or credited to you (see "Refund Policy" for more details). *This does not include pre-scheduled holidays or teacher vacation dates.*

Please note: The studio does not close for winter weather. However, we do recognize that for safety reasons not all students will be able to attend all scheduled sessions during inclement weather.

Student Illness Policy:

Our Student Illness Policy is based on the policies developed by the American Academy of Pediatrics and in accordance with West Virginia's health guidelines. In an effort to reduce the spread of infectious illness and to protect students, families and our teacher, we ask that you make a concerted effort to follow these policies. We understand that often times illness and health related issues are out of the student's control. We want to make every effort to allow the student a break from their scheduled session during illness. We have several "make up slots" prescheduled every week for the sole purpose of students that want to "make up" a missed session due to illness related absences. Each student is permitted a maximum number of 3 make up sessions per semester, after which no make up sessions will be offered. However, students are **NOT REQUIRED** to make up missed sessions. No refunds or proration will be given for any missed sessions as a result of student illness (see "Refund Policy" for more details). Make up sessions only apply to the student who is ill. No make up sessions will be available to other students affected by this schedule change (including siblings).

Students experiencing any of the following symptoms or health related issues are not permitted to attend their scheduled session. Students must be symptom free for 24 HOURS or be on a doctor prescribed medication to protect from the spread of illness.

- Vomiting
- Diarrhea
- Rash
- Persistent cough
- A fever over 101 degrees Fahrenheit
- Sore throat or loss of voice
- Runny nose (other than clear drainage)
- Obvious contagious conditions, such as head lice, pink eye or chickenpox

If student arrives to a lesson with any of these symptoms or other serious health concerns, the teacher reserves the right to request to schedule a "make up" session in order to reduce the risk to other students or to the teacher.

In the event of a qualifying illness make up, students/parents can reschedule online via www.AshleysPianoStudio.com. Make up sessions are limited and are on a first come, first served basis. Any desired make up session must be made in the same semester and will not roll over to the next semester.

Refund Policy:

We have a limited refund policy. No refunds will be given for missed sessions (see "Cancellation Policy"). No funds will be applied to another student or another semester.

Limited Refund Exceptions:

- If for some reason the teacher or studio must cancel a scheduled lesson and a satisfactory make-up date cannot be scheduled, a "per lesson" refund or credit will be issued in the amount of \$33 per missed session.
- If a student discontinues lessons and has already paid the full tuition up front at the start of the semester, they will be refunded the remaining balance based on the "Payment" plan method. This will result in a loss of their discount. If a student cancels part way through a month, no proration will be applied. *Example: Student pays in full for entire spring semester, part way through February they cancel. They will be charged the payment plan amount for the months of January and February (\$84 plus \$132) and this total will be subtracted from the total semester amount paid (\$540.00) and the remaining amount will be refunded (\$324.00).* *** This example is based on a 30-minute session.

***Please allow up to 30-days for any refund or credit to be processed.

Early Arrival and Tardiness Policy:

Due to the fact that the studio schedule is full and many students are coming and going, an attention to your scheduled start and finish time is appreciated. Students are expected to arrive on time. Any students arriving early must be considerate of other students or the teacher's scheduled break times. If the student arrives late the lesson will still finish on the scheduled time.

Media Policy:

Unless requested otherwise, students may be recorded or photographed from time to time for the purpose of promotion and/or archival records.

Parents or guests are not permitted to record video/audio or photograph students or teacher without consent.

Lesson Supplies Information:

Students are required to own their own music and materials. These books must be brought to every lesson. Appropriate books and supplies will be purchased by the studio and will need to be reimbursed to the studio. A reimbursement invoice will be issued. In the case where music is arranged or produced by the studio in lieu of a traditional instructional book, the student will be charged a small "Sheet Music Fee".

From time to time a student will borrow music or materials from the teacher and these can simply be returned to the teacher at the end of the time of use. It is appreciated that these books are well cared for so they can continue to be loaned out. If borrowed materials are not returned within 30-days of request or if materials are damaged, student/parents may be invoiced for the cost of said materials.

Every student will be given a binder or folder that they will be expected to bring to every lesson.

Practice Information:

Consistent practice time is a must in seeking progress. Progress will be made most quickly by those students who maintain the recommended practicing time. Specific practice time length will be assigned as each student progresses. Students are encouraged to perform for family, friends, at church, and as opportunities arise.

Parents/guardians are also encouraged to be involved in their student's practice. Taking the time to listen to your child play their weekly songs or creating a set time for practicing in the student's daily routine are good ways to become involved. Parents/guardians of young children are welcome and encouraged to join and participate in each lesson when possible. The involvement of each parent is necessary to ensure that the student enjoys learning music and to play the piano. Parents of young students must be willing to set aside 15-20 minutes per day to help their child practice and/or read their assignment book. Practice time, supervised by the parent on a daily basis, is necessary for the progress of these students. Each practice time should be noted by the parent or student in their assignment book. This allows the teacher to see the amount of time practiced each week and better help the student progress. If you become concerned with your child's piano progress, please let the teacher know. Many times there are things that can be done that may help.

Student Age Policy:

We accept female students ages 5 and older and male students ages 5-17.