

## Policies and procedures

**Current as of June 2021**

\_\_\_\_\_ **Registration:** A non-refundable fee of \$25 per student is required each school year (August-May).

**A)** Now, at the time of enrollment and **B)** At the time of registration for each new school year (Paid with August tuition). Students that miss three (3) or more consecutive months will need to re-register.

\_\_\_\_\_ **Payment of Tuition:** Monthly tuition must be paid by automatic debit, automatic credit card payment or quarterly by cash or check. Tuition is due seven days before the 1st of each month. For Example: on March 25th tuition for April will be drafted and then on April 24th tuition for May will be drafted.

**During your first month you may see separate charges for the evaluation lesson, prorate, and registration fee.** If tuition is not received by the 1st it is considered LATE. Please make sure your card is up to date on your account in order to avoid late fees.

\_\_\_\_\_ **Delinquent Accounts:** Payment after the 1st is considered late and a fee of \$30 will automatically be added to the account. If the account remains unpaid for more than one month we reserve the right to apply whatever remedies are necessary to receive payment for services. Third party collection agencies may be used to collect past due payments, and any applicable fees related to collection may be applied to the account including a service fee of \$150 to the account balance. Students whose accounts are delinquent may be removed from the schedule.

\_\_\_\_\_ **Payment for Products:** All payment is due at the time of ordering of materials that are not included in your membership. (Exam materials)

\_\_\_\_\_ **Withdrawing from Private Lessons: Da Capo Music must be notified in writing 30 days before your last lesson.** (*Example: To cancel lessons as of October 1st, notice must be given before September 1st*). In the event of late notification or no notification of cancellation, Da Capo Music will withdraw the student(s) at the conclusion of the following billing cycle. If you have prepaid for your lessons or classes for an entire semester, you will receive a refund of the remaining balance at the conclusion of your monthly billing cycle provided proper notice was given. Any unused Make-up credits will expire 30 days from when lessons are discontinued.

\_\_\_\_\_ **Permanent Lesson Time Changes** Our calendar is set to provide an average of four (4) lessons per month. If at any time during the year you need to change your recurring appointment time, please notify Da Capo Music. We reserve the right to approve or deny any request for a schedule change.

\_\_\_\_\_ **Absences and Make-ups:**

**Private Lessons:** Each student is allowed 2 cancellations every 90 days. In addition, the maximum number of TOTAL lessons that can be stored at any give time, is 3. In order to cancel or reschedule a lesson, please login to your account from our website [www.dacapomusicdfw.com](http://www.dacapomusicdfw.com). **Students MAY NOT substitute make-up lessons for tuition payments.** Students must be enrolled in lessons in order to use make-up credits. If you need to cancel a lesson "same day" there is no need to contact us. No Make-up lesson will be given but your teacher will send you a Spotlight Lesson. It may include things like a short video from the teacher, a quick demo of the song they're working on, notes, exercises to do this week, sheet music, worksheets to practice etc. The content of the Spotlight Lesson will be up to the teacher.

\*If your child is feeling ill, please call and request an online lesson for that day. PLEASE DO NOT BRING SICK CHILDREN TO THE STUDIO!

\*Our system requires 18 hours notice to cancel a lesson and receive a Make-Up credit. This can be done through the online platform found on our website. Keep in mind that once a make-up lesson is scheduled, it cannot be rescheduled. If this lesson is cancelled, no make-up credit will be issued.

**Group Classes:** No make-up is available if a student is absent from a group class. If an instructor is absent either a sub will be provided or, if a sub is not available, the tuition for that group class will be credited to the following month's tuition.

\_\_\_\_\_ **Substitutions:** Da Capo Music reserves the right to provide a substitute teacher (private lessons or group classes) if the regularly scheduled teacher is ill or is otherwise unable to teach the class. If the student/parent refuses to have a lesson with a substitute teacher the missed lesson will be forfeited, and no additional makeup will be provided for that absence. If the regularly scheduled teacher is unavailable and the school can't arrange a substitute, the missed lessons will be made up at a later date.

\_\_\_\_\_ **Parent's/Students responsibility to be aware of Dates and Events:** It is the responsibility of the parent or adult student to be aware of all Da Capo Music activities, such as recitals, extra classes and dates that we are open or closed. We will do our best to make sure you have access to this information utilizing some or all of the following: notices on the "Annual Student Calendar", our lobby announcements board, through e-mails, our website, phone calls or by sending notices home. It is the responsibility of the parents or adult students to inform Da Capo Music of any changes in contact information to ensure a constant flow of information.

\_\_\_\_\_ **Scheduled Closures:** Please refer to our "Annual Student Calendar" which is available at [www.dacapomusicdfw.com](http://www.dacapomusicdfw.com). No makeup lessons will be given for closures shown on our Annual Student Calendar.

\_\_\_\_\_ **Summer Schedules:** Summer prorates/Lesson Holds may be utilized between June 1st and August 31st. You can prorate any weeks missed for a fee of \$10/week and still maintain your lesson time.

\_\_\_\_\_ **Care of Students:** Da Capo Music is not responsible for providing before or after class care for students. Parents with students under the age of five (5) are to remain on the premises during classes. Please be on time to pick up your students.

\_\_\_\_\_ **Injuries:** Parent/legal guardians of minor students and adult students waive the right to any legal action for any injury sustained on or off of Da Capo Music's property resulting from normal activity or any other activity conducted by the students before, during or after the class time.

\_\_\_\_\_ **Photo/Video Release:** Da Capo Music is hereby granted permission to take video and or photographs of the students during lessons, classes, events and performances to use in brochures, websites, posters, advertisements and other promotional material Da Capo Music creates. Permission is also hereby granted for Da Capo Music to copyright such photographs or videos in its name.

\_\_\_\_\_ **Recitals:** Participation in recitals is at the discretion of the teacher. Final decisions regarding recitals are approved by either the owners or General Manager of Da Capo Music.

1. Makeups are defined as any lesson occurring outside of the regularly scheduled time due to student absence.