



Kernersville Music Academy, Inc.

Policies as of September 1st, 2019

Tuition

Tuition is billed monthly and is non-refundable. Tuition is calculated by the number of lesson days in each month. Most months have four lesson days, but some will have five.

Invoices are sent out **ten days** prior to the due date. Tuition payments are due **three days** prior to the beginning of the month and are late on the **1st** of the month. **Our system automatically applies a \$15 late fee on the 1st.** **New** students beginning lessons during the middle of a month will pay a prorated tuition amount.

We accept credit/debit cards, checks (**\$30 NSF fee**), and cash.

Scheduled lessons will not take place until the **full** tuition payment has been made. Lessons missed due to nonpayment are **forfeited** and are **not** eligible to be made up nor rescheduled.

Tuition **does not** cover the cost of any supplemental materials each student needs, including but not limited to methods books, musical scores, metronome, etc.

Family Discount

Families with two enrolled students will receive a **4%** discount off their monthly tuition fee. Families with three enrolled students will receive an **8%** discount off their monthly tuition fee.

Registration Fees

Registration fees are **per student**, must be paid by **check or cash**, and are **non-refundable**.

September – January \$20 February – June \$20 July – August \$8

The registration fee is prorated for those students beginning lessons in between registration periods. Please note that payment of the registration fee period, does not obligate one to finish out that period of lessons, but note that the registration fee is **non-refundable**.

Lesson Terminations

Lessons may be terminated at any time, but a **2 weeks' e-mailed notice to the President is required**. Please note that monthly tuition and registration fees are **non-refundable**. Students are encouraged to finish out the month, but if they do not, they forfeit the lessons remaining in the month.



Kernersville Music Academy, Inc.

Punctuality, Cancellation, and Inclement Weather Policy

Please remember to be **on time**, as faculty **cannot** allow a lesson to extend into the next student's lesson time. We require a **24 hours' notice** of any lesson cancellations **through our Portal**, as it automatically adds a make-up credit to your account and notifies all responsible parties. If proper notice is given, the student will receive a make-up lesson. If proper notice is **not** given, the student forfeits that lesson and will **not** receive a make-up lesson. **Students/Parents are still responsible for payment of the lesson.**

If faculty must cancel a lesson for any reason, the student will receive a make-up lesson. **All lesson cancellations must be made through the portal. If the cancelation is not made through the portal, the lesson is forfeited and does not qualify for a make-up lesson.**

In the case of inclement weather, we often remain open. We will close if conditions become dangerous. A decision regarding lessons will be made by **12:00 PM**. Announcements of closings will be made via a **phone call, e-mail, and posted on our Portal**. Lessons missed due to inclement weather **will** be made-up at a time that is mutually convenient for both students and faculty.

Make-Up Lessons

Make-up lessons are given to students that miss a regularly scheduled lesson and cancel the lessons in our system with **at least a 24 hours' notice**. Make-up lessons are **in addition** to, and **cannot** be substituted for, the regularly scheduled weekly lessons.

In the case of illness or other emergency situations, the **President** may elect to have faculty reschedule to a mutually convenient time, but he is **not** required to do so.

Students and/or faculty may also choose to spread out the make-up lesson by adding additional time to scheduled lessons (if the faculty's schedule allows). Students/Parents are encouraged to check our Portal to view openings in our faculty's schedules that include make-up slots where other students may have cancelled lessons. Parents are also able to see the amount of make-up credits that each student has.

Make-up credits **expire** after **30 days**. If the student has not used the make-up lesson credits by this time, the student forfeits those make-up lessons, as tuition is **non-refundable**. If a scheduled make-up lesson is missed, the student **forfeits** that lesson, as it will not be re-scheduled nor refunded.



Kernersville Music Academy, Inc.

Communication

Please do not hesitate to contact us at any time. We understand that as parents it can be frustrating to answer music related questions at home if the parent does not have prior musical knowledge. By sharing your concerns, we will be better equipped to make music lessons a positive experience for both you and your child. Parents are welcome to attend lessons at any time or watch the live stream of their child's lesson from our waiting area.

For the safety of everyone, faculty will only be communicating with parents and students via company e-mail and company phones. Because many of our faculty hold other positions, e-mail is the best and quickest form of communication in order to reach our faculty.

Practice

Daily practice is **vital** to musical progress. The recommended amount of practice is dependent on students' age and skill level. Students are encouraged, but not required, to participate in Student Recitals. Parents are encouraged to check the Portal **weekly** for pertinent information. Parents are welcome to sit in on their child(ren)'s lessons, keeping in mind that students may not learn in the same manner when parents are present.

Please remember that too many cancellations may result in poor progress. Improvement greatly depends on consistent musical instruction and practice.



Kernersville Music Academy, Inc.

Liability Waiver, Photo Release, and Policies Agreement

I, _____, hereby grant permission for _____ to take music lessons at Kernersville Music Academy, Inc. (KMA), 116 South Cherry Street, Suite B, Kernersville, NC, 27284. I hereby release and hold harmless KMA and its directors, faculty, students, staff, and employees from any claims, demands, costs, expenses, or liability incurred as a result of injury or mishap sustained in association with participation in KMA. Additionally, I release and hold harmless KMA from any liability should I, the student(s), or other associated third parties sustain any personal injury caused by the ordinary negligence of KMA and its directors, faculty, students, staff, and employees.

I authorize a representative of KMA to seek and have medical aid or treatment administered to the student(s) listed above should the need arise.

I also agree that any pictures taken of my child(ren), or myself, while participating in any events hosted by KMA may be used in any publication (both print and electronic) for KMA.

KMA retains the right to terminate lessons with any student, or parent/legal guardian of a student, who displays inappropriate behavior or who fails to respect Policy.

By signing this agreement, I also attest that I understand the Policies stated in this document and agree to abide by them to the best of my ability. I understand that KMA, in its sole discretion, can change, modify or delete these policies without prior notice at any time.

Parent Signature: _____

Date: _____

President's Signature: _____

Date: _____

