



POLICIES AT MELODY MUSIC STUDIOS

Here are the policies for lessons at Melody Music Studios. Please keep for your records.

1. Tuition is a flat rate per month regardless of four or five weeks in a month, which covers the holidays and vacation (Thanksgiving day/Friday, Christmas-one week, New Year's Day, and one week instructor vacation). At the final billing (whether at the end of each year or when the student cancels or postpones lessons), the extra lessons given during the year for the 5-week months, minus any lessons used for our holidays and instructor vacation, will be billed to the responsible party, or at the instructor's and student's discretion, will be deducted from the lessons given. If there are not enough extra lessons given to cover the holidays or instructor vacation, the responsible party will not be billed for those lessons.
2. If the student does not attend the first lesson and does not contact the instructor or MMS, that lesson will be billed to the responsible party, and future lessons will be canceled unless the responsible party contacts the instructor or Melody Music Studios about continuing lessons.
3. The first month's tuition will be prorated if begin after the 1st of the month for the number of lessons remaining in the month, and the responsible party's credit/debit card will be run **one business day after the trial lesson**. If lessons are canceled **by the next business day** due to not being happy with the lesson (with a valid reason), the lesson is free. If lessons continue past the trial lesson, starting the next month, tuition is charged to the responsible party's credit/debit card on the **1st of each month** (unless set up differently during registration).
4. Lessons can be reduced in length (2 hours per month minimum), canceled, or postponed by giving a 30 day notice, and the responsible party must call or email the office of Melody Music Studios to give notice.
5. No refunds or credits will be given for lessons canceled by the student/responsible party for a scheduled lesson with instructor. Make up lessons are not guaranteed; this is up to the availability of the instructor. Please contact the instructor directly for possible scheduling. Make up lessons must be given in conjunction with current lessons; lessons cannot be postponed in order to schedule make ups. However, during the months of June-August, lessons can be credited with a 2-week notice to the instructor or the office of Melody Music Studios.
6. If lessons are canceled by the instructor, the student is guaranteed a make up lesson or a credit if a make up is not possible. Please call or email the office of MMS to let know if any credits are needed. Once this is confirmed with the instructor, it will be credited to the student's account to be deducted from the following month's tuition.
7. Payments are made directly to Melody Music Studios. No tuition payments are to be made directly to the instructor.
8. If the lesson(s) was canceled due to bad weather, the instructor has a period of two (2) months to give a make up lesson(s). If a make up lesson is not possible within this time frame, the missed lesson(s) will be credited to the student's account.
9. The student can choose to be reassigned to another instructor at any time. If the reassignment was due to dissatisfaction with the instructor (with a valid reason), the 30 day notice will be waived, and any missed lessons during the reassignment will be credited to the students' account.
10. All referrals must go through Melody Music Studios. Please do not give the instructor's contact information to someone you're referring, however you can contact the office by phone or email with the name and number if you would like MMS to contact your referral for sign up. There is a one time \$10 discount to your account for each referral that signs up!!! Let your referral know they will also receive a \$10 discount on the first month's tuition just for mentioning your name when they sign up!!
11. For lessons given in the students' home, please allow 15 minutes before or after the scheduled time for the instructor to arrive, due to sometimes unavoidable factors such as traffic, weather, and/or previous lessons going over their time for special circumstances.
12. For comments, questions or suggestions, email us at info@melodymusicstudios.com or call us at 1/800-Melody1 (800/635-6391). Please feel free to let us know how the lessons are going to help us provide the best possible service to you.