

## Music School Policy

Thank you for choosing Kingsville School of Music! Please review the music school's policies below prior to your first lesson.

### Payment

- Lessons are weekly. Tuition is paid in advance for the following month. Monthly invoices will be issued by email and payments are due prior to your first lesson that month.
- If payment is late, the unpaid amount will be subjected to a 5% late fee. Payments may not be broken into smaller amounts unless prior arrangements have been made.
- Preferred method of payment is e-transfer or cash. The music school does not keep cash on hand, so we are unable to make change. Any overpayment will be credited toward next month's tuition.
- Please keep in mind that some months have more than 4 lessons depending on the calendar year. Therefore, the total tuition on a monthly invoice will vary depending on what day of the week the student's lessons take place.

### Students' Responsibilities

- Attendance: If you need to cancel a lesson it must be done as soon as there is a known conflict by emailing [james@kingsvilleschoolofmusic.com](mailto:james@kingsvilleschoolofmusic.com). We will accept a cancellation and reschedule/credit a lesson if notified about the absence over **24 hours before** the lesson. If the student simply does not show up, we are unable to offer a refund/credit option. This rule also applies if a student is more than 15 minutes late to their lesson time -- they are considered a "no show" and they are marked absent.
- Materials: Students are responsible for the purchase of their own books, instruments, and other materials needed for their music lessons. Teachers may have recommendations, if needed.
- Practicing: The teachers will instruct and encourage students to practice on their own time, in addition to their lessons. Progress will be made most quickly by those students who maintain a regular practice time at home. Students can record their practice time with our online Student Portal, too!

## **Dates of Operation**

- The music school is only closed on major holidays. Please keep your contact information with the music school up to date so that you are easily notified.
- Music lessons will still be held during P.A. Days and Summer. We encourage students to continue throughout the summer to minimize loss in a music education momentum. We understand that some schedules are not able to accommodate music lessons in the summer and we will do our best to fit you back in the fall. If you do take the summer off, please contact the music school mid-August to make payment and get back on the schedule for September.

## **Withdrawal/Termination**

- If you would like to withdraw from lessons, we ask for advance notice. Withdrawal notification must be submitted to [james@kingsvilleschoolofmusic.com](mailto:james@kingsvilleschoolofmusic.com). Failure to attend lessons does not qualify as notification. Please ensure any outstanding lessons are paid for before withdrawing.
- If a student has 3 consecutive no call/no shows, we will terminate the student's lessons, release the student's spot in the schedule, and the student will be charged for all 3 of the missed lessons. Students who withdraw at any time will forfeit any unused reschedules.