

# Maestro Music Lessons Online Policies (2023)

## Trial Lesson

Trial lessons must be scheduled within 7 days to be considered a trial lesson.

- a. Trial lesson will be between 20-30 minutes long
- b. Only 1 trial lesson is permitted per family.

## Payment

Subscriptions are billed automatically at the same time every month.

- a. Failed payments will be given a 7 day grace period, if payment is not received after 7 days they will be dropped as a client.
- b. Funds are non refundable.

Subscription cost is the same regardless of whether the month has 4 or 5 lessons that month.

- a. With this system you have three built in sick days per year.
- b. If you are taking off more than 2 weeks let us know and we will prorate the following month.

## Subscriptions

2 hours of lessons:

*Four 30 minute lesson credits for one student.*

3 hours of lessons:

*Four 45 minute lesson credits for one student OR*

*Four 22.5 minute lesson credits for two students*

4 hours of lessons:

*Four 60 minute lesson credits for one student OR*

*Four 30 minute lesson credits for two students*

6 hours of lessons:

*Four 30 minute lesson credits for three students*

## SCHEDULING

You will schedule a weekly time with your instructor.

- Cancellations will result in loss of lesson credit.
- You **MAY** schedule a new weekly time based on your instructors availability. Your instructor has the right to refuse reschedules.

## **Cancellations**

If the client cancels with less than 48 hours notice the client will lose that week's lesson credit.

- a. If there is an emergency they are allowed to make up the lesson EITHER the following week or later that same week.
- b. Lesson credits will not be rolled over into the next month.

If the client is taking off more than two weeks in a particular month they need to let us know one month ahead of time. **We WILL prorate the following month** if we have 30 days notice.

## **Lesson Materials**

Included with tuition is a \$30 per calendar year music curriculum allowance. These will be purchased by your instructor and sent to you in a PDF format.