

Maestro Music Lessons Online Policies (2024/2025)

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 student

PAYMENT

Tuition payments 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 refundable under specific circumstances.
 - Your instructor is unavailable to teach for several weeks
 - You have a family emergency that is preventing you from attending

Tuition cost is the *same regardless of whether the month has 4 or 5 lessons.*

- 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.

LESSON PLAN BREAKDOWN

1 hour of lessons

Two 30 minute lessons per month

2 hours of lessons:

Four 30 minute lesson credits for one student.

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

Two 45 minute lesson credits for two 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 refund** if we have 30 days notice.

CHARTER SCHOOL STUDENTS

We currently serve:

- Clarksville
- Sky Mountain
- Visions in Education
- Ocean Grove
- South Sutter

Charter students will adhere to all the same scheduling and cancellation policies.

- a. There will be NO credits or rollovers into the next month
- b. Lessons will only commence if there is a purchase order.
- c. If your purchase order runs out of funds you will have a 1 week grace period to gather a new voucher or have lessons suspended.

Charter Students will only take lessons from instructors who have passed a background check through the CADOJ

LESSON MATERIALS

Included with tuition is a \$30 per calendar year music curriculum allowance. These will be purchased by your instructor and sent to your listed home address.

You are expected to have an instrument and proper equipment (computer, webcam, mic) to partake in lessons. Please make sure you have reliable internet access as well. These are vital to being successful with lessons.

CONTACT

The point of contact for:

- Billing
- Lesson issues
- Charter School information
- Sales
- Marketing

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