

## PIANO & MORE POLICIES

### I. ENROLLMENT, RESCHEDULING AND CANCELLATION POLICIES:

Enrollment for a specific teacher is on a first-come, first-serve basis. Ultimately, there are two deciding factors that will determine a teacher/student match-availability and driving routes. Class workshops, teacher schedules, and camp sizes are limited. All tuition and fees must be paid in full before the program or lessons begin.

**PAYMENT-** Students or Parents make one payment for the entire month in advance to reserve lessons. Please submit your monthly payments at least 24 hours prior your first lesson of the month. Students are welcome to pay for one “Trial Lesson” at the start of enrollment.

**LESSON TIME WINDOW-** Please give the Teacher a 20-minute window as they are traveling from house to house. Depending on traffic, they could arrive anywhere from 10 minutes prior your lesson to 10 minutes after.

**SCHEDULE OF LESSONS-**Lessons shall commence once the Student has purchased & reserved lessons via our scheduler online. If the reoccurring lesson needs to be changed, please call your Teacher to adjust the schedule at least 24 hours in advance.

**CANCELATION POLICY & RESCHEDULING INDIVIDUAL LESSONS-** Both Students and Teachers are held accountable to give a 24-hour prior notice to cancel a lesson. If there is a 24 hours prior notice given to the Teacher, no tuition fees will be incurred. Lessons not attended by the Student without giving 24 hours prior notice to the Teacher shall be charged at the full rate. If a notice is given within 24 hours, please contact the Teacher to reschedule and make-up the lesson for that week. Each Teacher has selected days and times on which you can make-up a lesson. P&M has the right to deny or cancel lessons or programs/activities in case of safety concerns.

\*Nicole's and Sponsored students are held to an additional policy when rescheduling a canceled lesson (make-up lesson). All make-up lessons need to

be taught before the month comes to an end. To help prevent from losing these lessons, Nicole and sponsored teachers have reserved the last Saturday (or other specified day) of every month to teach make-up lessons.

LATE ARRIVAL- Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by the Student. Any lost time because of the late arrival of the Teacher shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost.

INCLEMENT WEATHER- Your Teacher will contact you if they feel it is unsafe for travel. Sometimes, Teachers are still able to teach lessons despite school closings, so please remain available for contact in times of bad weather.

VACATION AND SUMMER- Piano & More continues to teach throughout the summer and school breaks, however both Teachers and Students are able to take substantial amounts of time off. If you would like to temporarily cancel your lessons, please notify your Teacher at least two weeks in advance or as soon as you've confirmed your travel dates.

TERMINATION OF SERVICES- Either party may terminate continuing lessons at any time by giving the other party 30 days prior written notice. There are no refunds given- all previously agreed and paid for lessons are final. Piano & More is a 501(c)(3) non-profit organization and cannot provide refunds.