

**EARTHTONE SCHOOL OF MUSIC**  
**Studio Lesson Policy**

We believe it is necessary to develop and keep good will fostered in the relations with our music students and families involved in their support. Earthtone School of Music (ETSM) is dedicated to providing the experience our students. The following policies are standard for all students and allow for our programs to be administered as efficiently as possible.

**Lesson Scheduling**

**NO-SHOWS  
NO MAKE – UP’S**

ETSM is not obligated to provide "make up" lessons for no shows or cancellations with or without advance notice. Please give us the courtesy in notifying us about last minute cancellations so we may adjust instructor's schedules.

We will notify students of cancelled classes due to an instructor's or other emergency with as much notice as possible. These lessons will be made up as promptly as possible to be arranged at the student's convenience and instructor's availability.

Situations for make up lessons regarding SERIOUS family emergencies or health issues will be evaluated on a case by case basis. Any exception approved by the Director for make up lessons will take place, again, at the convenience of the student and the instructors' availability.

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Please understand we do the best we can to arrange our schedules to meet the needs of our students. Situations such as common colds, birthdays, and family vacations cannot be considered as serious emergencies.

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In our continuing efforts to provide a quality experience in music education, we will do our best to work with our students' schedules. ETSM will gladly do what we can to permanently reschedule lessons for students with at least two weeks advance notice.

**Please DO NOT contact instructors directly for any schedule changes.**

### **Notice of Lesson Termination**

Any student discontinuing their lesson program must submit our official **30 Day Termination Notice** form, signed and dated by the student or authorized tuition payee, 5 business days before the 1<sup>st</sup> of the month in order to prevent an authorized scheduled tuition payment for the month in question. This also includes students whose payments are not generated until the 5<sup>th</sup> or 15<sup>th</sup>, as well as those students who pay tuition through a bill pay arrangement.

A telephone call, voice-mail messages and/or e-mail notification of termination or suspension is not sufficient notice.

This form is available on our website in PDF format for your convenience.

Tuition fees will be charged if signed and dated notices are not submitted accordingly and fees will not be refunded. Upon completion of lesson termination, **student schedules will be current through the last 30 days as pre-paid lessons upon registration will be honored in this way.**

**Any and all fees and charges generated will not be refunded under any circumstance.**

### **Notice of Lesson Suspension**

Students who need time off but will be returning to our lesson program are welcome to suspend tuition payments for 90 days. During this time recurring debit charges will not be generated and the last month of paid lessons will be in good standing.

The **Suspension Notice** is an addendum to our **Termination Notice** and above regulations apply for submission deadlines.

Tuition fees will be charged if not given official notice by terms above. Returning students are welcome to schedule lessons based on current availability at the time of return. Students who do not resume lessons within the 90 day period will lose the last month of lessons paid for upon formal registration and will be required to re-register with standard registration fees when resuming after the original suspension deadline.

## Tuition Policy

### **Tuition Fees are NON-REFUNDABLE**

Earthtone School of Music does not accept personal checks or cash for monthly tuition payments. We have a recurring debit program set up for the convenience of our students and parents who pay for lessons that is secure and safe. Families are encouraged to sign on to our program for the convenience of not having to remember (and/or forgetting as the case may be) to pay tuition on time.

A \$25.00 fee for a returned check from initial registration fees will be assessed in addition to the original check's amount and official schedules for new students will not begin until all origination fees are brought current.

Families not interested in signing onto our recurring debit program are welcome to make arrangements to have their own bill-pay program set up through their own financial institution. We will require cashier's checks from the payee's bank, debited to the payee's account in the amount of monthly tuition fees, sent to us through the US Mail. However, this set up will be the payee's responsibility and we require payment by the 1<sup>st</sup> of every month.

Late fees of 25% of monthly tuition will be assessed **per day** beyond the due date for payments not in by the 1<sup>st</sup>. These fees will be automatically deducted from the last month's tuition paid upon registration. We reserve the right to terminate any student's lesson schedule if late fees are assessed beyond the last month's tuition amount.

**Bank accounts of payee's responsible for student tuition whose lesson program has been terminated WILL BE DEBITED for any and all delinquent funds.**

We encourage families in our program to make the tuition arrangements through our recurring debit program; we set it up this way to save you the hassle!

As the undersigned, I understand and agree to all policy information and will abide by these rules and regulations set forth by ETSM during the term of my official lesson program.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date: