



## **POLICIES AND PROCEDURES THE MUSIC GARDEN, LLC**

Welcome to The Music Garden, LLC! Please take a moment to review our policies below. In addition to the General Policies and Procedures, which apply to everyone at The Music Garden, additional procedures apply based on the type of lessons you choose: Group Classes or Lessons & Performance. Be sure to read the section that fits your choice. We look forward to sharing our music with you!

### **GENERAL POLICIES AND PROCEDURES**

#### **SAFETY**

Safety and the comfort of our families and students is a top priority here at The Music Garden. The Music Garden, LLC is a busy studio with many people coming and going. Please understand that children running and yelling in the hallway and lobby will not be tolerated. We must be respectful of the other businesses as well as other students and teachers in lessons and classes.

If the student is a minor, parents must remain on the premises with their child unless prior arrangements have been agreed upon with the instructor and front desk. If a child is below the age of 10, it is the parent's responsibility to never drop off the child at the front door or in the downstairs lobby but are responsible to walk their child into the lobby of the studio. Any child under the age of 8 must be accompanied by a parent or guardian to the restroom.

All parents, regardless of the age of the student must walk in to pick up their child to allow for the teacher to give any comments and to generally "check-in" with the instructor.

#### **BILLING**

We want your time at The Music Garden to be one of excitement and fun. Your relationship to your teacher should be focused on learning and we value those relationships. For that reason, all matters of finances, withdrawals, credit, and refunds are handled by the office and bookkeeping staff at The Music Garden. Payments may be made through our website, our Music Garden Enrollsy app, and by our front office staff.

Monthly payments are scheduled to post on the 1<sup>st</sup> of each month. Credit card information is safely secured through a third-party processing company. If for any reason, we are unable to process your payment, you will receive an e-mail that is auto generated by our billing system. Any payment declined is considered late after the 5<sup>th</sup>. If

payment is still not received by the 10<sup>th</sup> of the month, we will attempt to reach you by phone. **Lessons will be suspended until proper arrangements have been made to bring the account to current standing.**

If your check is returned for any reason, there is a fee of \$25.

**Be sure to review further financial policies written in both the Classroom and Lessons and Performance sections regarding missed lessons, credits/refunds and discontinuing lessons.**

### **PHOTOGRAPHY AND IMAGING**

The Music Garden, LLC regularly has professional photographs and/or video taken of students within the studio for use on The Music Garden website, email newsletters, Facebook page, and social media. If a photograph is taken of you or your child, your permission to use that photograph or recording will be requested before ever publishing them for public use. No parent or student is under any obligation to allow their children's photos or images to be used and maintain the right to discontinue the use of any image. No parent or student will ever receive royalties or other compensation from the use of the images. If permission is granted to use the image of the student, no student/parent "tag" will be placed on an image without permission.

### **COVID ADDITION**

Our COVID policy adheres to the guidelines set by our state and local area. As these policies are always changing, we will do our best at The Music Garden to stay up to date with those changes and make it as safe as we can while you are in our studio.

Please do not come to the studio or bring a child that has any symptoms of COVID-19. We ask that you follow all guidelines and policies of our Safe Studio: wash/sanitize your hands, practice social distancing; and that you continue to always wear a facemask if you are over the age of 5 years old.

If we need to discontinue in-person private lessons and we need to go virtual due to COVID, please understand that there will be no refunds, discounts, or credits given. A virtual option is or will be made available for all private lessons. If you choose to not join the private lessons virtually, you may drop the private lessons by giving us a 30-day notice.

**\*\*\*\*PLEASE CONTINUE READING BELOW FOR OUR POLICIES THAT MATCH YOUR CHOICE FOR SIGN-UP – GROUP CLASSES OR LESSONS & PERFORMANCE. YOU WILL FIND ADDITIONAL POLICIES SPECIFIC TO YOUR SELECTION THERE.**

## **GROUP CLASSES**

### **MEDICAL DISCLOSURE**

If your child is under any medication or has a food allergy/sensitivity of which you are aware, or if there is any other special situation relating to your child, please discuss it with the teacher.

### **ILLNESS OR INCLEMENT WEATHER:**

Although it is appreciated, it is not necessary to let the teacher know when you are going to miss a class; however, there will be no refunds. You may choose to attend the same class if it is offered on another day. Please email or call the studio to arrange this beforehand.

In the event class must be cancelled due to inclement weather or the teacher being ill, you may choose to visit another class if it is offered on another day at any time during the semester. If there is no other class available, every effort will be made to reschedule the class at the discretion of the teacher, although this cannot be guaranteed.

### **REFUNDS**

Refunds are given only in the rare case of a “teacher-requested” withdrawal. In this case, the teacher feels your child is not yet ready to take a class, a certain level class is not a good fit, or other issues prevent the class from being appropriate for your child at that time.

In the event the parent/student decides to withdraw, and tuition is paid in full at the beginning of the semester, there will be a \$75 non-refundable fee which is part of the total cost of each class. Students who withdraw within 14 days from the beginning of the semester are entitled to a full refund of remaining tuition only. There are no refunds after 14 days from the first day of class. **For withdrawal from a Let’s Play Music class Years 1, 2, or 3, you are responsible for payment of the entire current semester after your notice.**

## **LESSONS AND PERFORMANCE**

A great deal of work occurs behind the scenes to ensure the highest standards at The Music Garden. Inclement weather, teacher illness, or rare emergencies should not add uncertainty to a teacher’s full-time livelihood. These policies create security and peace of mind for both teacher and student alike.

### **CALENDAR YEAR**

There are 48 lessons per year, occurring year-round once a week on the same day and time. Tuition is divided equally into 12 monthly payments of \$134 for a 30-minute lesson, with 45-minute and 60-minute time slots available if requested. All registration fees, tuition payments and material fees are non-refundable.

The studio calendar is available on our website. Please review the calendar and agree to the dates. Student cancellations and no-shows are non-refundable. Make-ups for lessons missed are at the discretion of the instructor and cannot be guaranteed. A 48-hour notice is required for any lessons that will be missed in order to be considered for a make-up lesson.

### **WITHDRAWALS/PAUSES**

If you wish to withdraw from lessons for any reason, a **30-day notice is required to be given to the front office staff**. The front office staff - not your instructor - is responsible to make the proper changes to your account, calculate your last-month prorate, determine the last lesson date, and stop automated billing. The final month prorate will be applied to your account upon notice of withdrawal. **You are responsible for payment for the 30 days after your notice** once it is received by the front office staff.

From time to time, special circumstances, i.e., a move, a death in the family, or even a summer vacation, might make it necessary to step away from our day-to-day routine. For this reason, a Pause Policy of up to 2 weeks is available to private lessons students. A Pause allows you to maintain your time slot and instructor without a disruption in scheduling. A Pause may only be taken once in a calendar year and must be communicated before or at the onset of the time asked for. Please speak with your instructor or the front desk if circumstances make it necessary to ask for a Pause.

### **PREPARATION FOR LESSONS**

It is necessary that a student has an instrument that is well-tuned and in good working order. Be sure to discuss the meaning of this with your instructor. Practice is mandatory. Parents must be willing to participate at home either by sitting with the young child during practice or helping the older student adhere to a good, daily practice routine. The student's instructor will help you decide the best practice procedures for yourself or your child.

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I furthermore agree that I, the student, or the parent or legal guardian registering my child as a student, accept full financial liability for any accident or injury that could possibly happen to myself, my child, or any guest accompanying me, while in The Music Garden, or on the premises. I release The Music Garden, LLC, Luanne Harms, and all her heirs and connections from all liability. It is understood that I have read and agree to these policies and procedures upon enrollment with The Music Garden.

**THANK YOU AGAIN FOR REGISTERING WITH THE MUSIC GARDEN! WE LOOK FORWARD TO HELPING YOU GROW IN YOUR TALENT, SKILLS, AND LOVE FOR MUSIC!**