



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

Welcome to The Music Garden! Please take a moment to review our policies. 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. Be sure to read the section that fits your choice. We look forward to making music with you!

### **GENERAL POLICIES AND PROCEDURES**

#### **SAFETY**

The safety and comfort of our families and students is a top priority here at The Music Garden. The Music Garden 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. Please be respectful of the other businesses as well as other students and teachers in lessons and classes.

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, unless the parent has signed a drop off waiver. Any child under the age of 7 must be accompanied by a parent or guardian to the restroom.

All parents, regardless of the age of the student, must occasionally 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 with 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 front office staff either in person, by phone, or email.

Monthly payments are scheduled to be posted on the 1<sup>st</sup> of each month. We accept cash, check, ACH payments, and credit/debit cards (with a small processing fee). ACH payments will post several days prior to the 1<sup>st</sup> of the month, usually around the 28<sup>th</sup>. Credit card and banking 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 and/or text. **Lessons and/or classes 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 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. If you do not wish your child's image to be used, please inform the front office. 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.

### **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.

## **PRIVATE 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.

If a child is below the age of 10, they will be required to see the front desk to acquire an ID card for each caregiver. This will help staff identify the child is with the correct adult during pick up after a lesson.

### **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 for a 30-minute lesson with larger time slots available to those who want them. 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 to be considered for a make-up lesson.

### **WITHDRAWALS/PAUSES**

If you wish to withdrawal from lessons for any reason, we require a **30-day notice be given to the front office staff**. The front office staff-*not your instructor*- is responsible to make the proper changes to your account to stop automated billing. **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 disruption in scheduling. This 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 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.

### **CLASS PARTICIPTION (CHILDREN, LET'S PLAY MUSIC, PRESTO, BRIDGE)**

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, 3, Presto I, Presto II, or Bridge, you are responsible for payment of the entire current semester after your notice. Each individual caregiver will be given a copy of the classroom policy and procedures to sign in class pertaining to their specific class type.**

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.

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Parent/Guardian/Student Signature

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Print Name of Student

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Date

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