

STUDENT'S NAME: _____



LESSON POLICY AGREEMENT

TARDINESS:

- Students arriving 15 minutes after their scheduled lesson time will be taught at the discretion of the instructor.

INSTRUCTOR ABSENCES:

- Instructors are required to give students at least 1 week notice in the event of any instructor absences.
- In the event of an instructor absence, a credit will be issued to the student.

LESSON PRIVACY:

- Lessons are given on a "one to one" basis. Parents are welcome to sit in on lessons but are encouraged to allow students to learn in a student-teacher environment.

PRICE & PAYMENT:

- All lesson rates are set by our instructors—please check with the front desk for up-to-date pricing.
- **All student accounts must be paid by autopay—this means a credit/or debit card is kept on file & is run on the last lesson of each month.** A two-lesson deposit and \$25 registration fee can be charged in lieu of a credit card on file.
- Payments are monthly, **in advance** due during the last lesson of the preceding month.
- Lessons **will not** be given to students that owe for a previous lesson until payment is received.
- Students/parents are responsible for notifying TCM of any changes in credit card info. If credit card info changes & no payment is made, TCM reserves the right to remove student from the lesson schedule.
- All lessons during the month must be paid for.
- Payment is required upon lesson enrollment.

HOLIDAYS/INCLEMENT WEATHER:

- Lessons will not be held on the following days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day.
- It is the responsibility of the student/parent to be aware of dates of lesson closure, & to provide Town Center Music with current contact information.
- In the case of inclement weather, please call to verify lesson cancellation.

ABSENCES:

- You are purchasing a regularly scheduled half hour time block of music instruction.
- **Lessons cancelled on the same day for any reason (including illness) are forfeit. Same-day lesson cancellations are not eligible for makeups or refunds.**
- 24-hour notice is required for lesson reschedule.
- With 24 hours' notice of lesson cancellation, a rescheduled lesson is offered as a courtesy. The time can only be made up within six weeks following the date of the cancelled lesson.
- Rescheduled lesson times are solely based on the teacher's availability. Canceled make-ups cannot be rescheduled.
- **Please inform the Town Center Music front desk (NOT the instructor)** of any scheduling issues.
- Two unscheduled consecutive absences will result in removal from schedule.
- **We require 2 weeks' notice to terminate your lessons.** It is the students' responsibility to inform us of cancellation & discontinuation of lessons. You will be considered an active student on our schedule until we are notified of a change.
- Refunds are only issued in the case of unused regularly scheduled lessons after two-week notice is given.
- After two-week notice is given, un-used make-up lessons are not eligible for refunds and are scheduled at the discretion of the instructor.
- For after-hours scheduling, call **770.831.7936** and **leave a voicemail**, or email **lessons@towncentermusic.com**.

LESSON POLICY CHANGES

- Town Center Music reserves the right to update this lesson policy at any time; every effort will be made to inform you of changes in a timely manner. Your monthly payment is construed as your continuing acceptance of this policy.

**I have read the entire lesson policy as written above.
I understand it completely & agree to abide by it fully.**

Student's signature _____

Date _____

*** Parent/Guardian signature** _____

Date _____

*** if under 18**