

# Mary's The Music Store Policies and Procedures

Thank you for the opportunity to work with you in your musical journey. The following information is provided as a guideline for taking private lessons. Please read over this information carefully, fill out and sign the enclosed information sheet and return it to your teacher. Should you have any questions please contact the Lesson Administrator.

**Lesson Time:** Please be on time and come prepared for your lesson. If you know that you are running late please call your teacher or the store so that a message may be given to the teacher.

**Tuition:** On the first lesson of each month tuition is due in full for that month. If you were not present for the first lesson of the month, you still pay for the entire month on or before your next visit. Please pay for your lessons at the check out counter in the store. When you have received your receipt take it to your instructor. Lessons payments should be kept current. With out a current receipt no lessons will be given.

**Missing A Lesson and Make Up Lessons:** Should it be necessary for you to miss a lesson, please call your teacher or the lesson administrator at least *24 hours in advance*. For activities such as going out of town or sporting events please let the teacher know ***as far in advance as possible***.

For illness or emergency, please call the teacher, lesson administrator or the store as soon as possible.

Failure to come to a lesson without any notice to the teacher, administrator or the store will be counted as a "no show".

Make up lessons for illness and vacation will be given as the teacher can schedule them.

"No show" lessons will not be made up, refunded, or credited. If two no show lessons occur within a one month period the student will forfeit their place in the lesson program.

Check with your teacher concerning lessons that are close to holidays. Each teacher sets their schedule and does not necessarily follow the school system calendar. The store will be closed on the following holidays. New Years Day, Memorial Day, July 4th, Thanksgiving and Christmas. The store will be open 1/2 day on Christmas Eve.

**Ending Lessons:** If a student decides to discontinue lessons, please notify the Lesson Administrator. At least ***ONE FULL MONTHS*** notice is due prior to the lessons ending. If it is not possible to complete the month of lessons or the student wishes to quit immediately, *payment will still be required*.