



Music Lessons Payment and Cancellation Policy

TUITION PAYMENT

Tuition payment is billed monthly in advance and reserve a weekly spot in our schedule. **Payment is not a per-lesson fee.** Transactions occur on the 24th day of the month in advance of the next month. Payment secures a weekly-reserved lesson slot. No credits, discounts, or refunds accepted. All payments are automated via recurring billing (credit card, checking account).

RATES

Rates vary depending on the instructor and length of lesson. Please contact Nate Richards for a quote and billing instructions for your instrument and requested lesson length (30-minutes are standard and usually ideal length. 45-minute and 60-minute lessons can also be arranged).

LATE PAYMENT

*Since payments are automated, lateness occurs when a payment is declined. Notification will be sent, and payment must be made promptly through our website. Payments received on or after the 1st calendar day of the month are considered late. If no payment is received on or after the 7th day of the month, your lessons may be terminated. Consistent late payment (more than twice in a 6-month period), your rate may be increased by 10.00/month.

CANCELLING YOUR ACCOUNT

Contact Nate Richards before the 22nd day of the month to avoid a charge on the 24th day. Refunds are not available after the 5th day of the following month. Cancelling between the 23rd and the 4th day you may receive a refund; however, a 20.00 late termination fee will be applied.

ABSENCES

Students are allowed one (1) excused absence per month (2 absences during June-Aug). An excused absence includes the following criteria:

- Call 610-908-5668, email Nate Richards richards@richardsguitarstudio.com or contact us via your TeacherZone account (TZ is preferred contact method) by 7:00pm the day before the lesson. **Please do not text your teacher** – RGS administration must have record of absences/attendance. Family emergencies are excused and may be rescheduled by appointment, Video Call, or Curated Lesson (see Makeup Lessons below). All other absences (sports, school activities, some inclement weather situations or transportation issues – see Video Call below - etc.) are not excused and maybe not be continually rescheduled.
- An absence without sufficient notice may not be rescheduled – a Curated Lesson will be assigned if a late-callout occurs. No makeup lesson or Curated Lesson will be provided for No-Show lessons.
- Hand/arm/foot/leg/voice injuries (all ages) - Lessons will consist of valuable and relevant music theory and harmony until the student is physically capable of playing the instrument or singing. Please do not request payment credits, refunds, or a hold on your lesson time due to injuries.
- It is assumed that a student absent for 2 consecutive lessons without email/phone communication has discontinued lessons and the slot will be made available to waiting or new students. No refunds are available.
- We understand the challenge of scheduling your family's activities, and our customer service goal is to be as flexible as possible to reschedule a missed lesson, within reasonable limits so that our payroll may reflect teacher's work output.

MAKEUP LESSONS

Student absences may be rescheduled based upon availability of the teacher, substitute, or Video Call. Late-callouts or frequent call-outs will be assigned a Curated Lesson (Curated Lessons are assigned during the absent student's lesson time through TeacherZone – the teacher will upload video lessons, music files, links, Courses, and other assignments – this will be considered a makeup lesson)

Teacher absences: a qualified substitute RGS teacher may be assigned during teacher absences. If a substitute is not available, the lesson will be rescheduled.

Makeups by appointment may be scheduled no more than once per month and may not be rescheduled.

Makeup lessons must be completed within 60 days and may not be “rolled over” or accumulated to credits. Makeup lessons are tracked and “Banked” in TeacherZone.

Richards Guitar Studio
2710 Concord Rd, Aston, PA 19014

610-908-5668
richards@richardsguitarstudio.com

VIDEO CALL (TeacherZone / Skype)

TeacherZone Video Call will be used for lessons during inclement weather or lack of transportation. Inclement weather absences or lack of transportation are not considered excused unless RGS officially closed for that day. Missed Video Call lessons due to power outages may be rescheduled.

CALENDAR and SCHEDULE

The studio is closed:

December 24 – January 1, Memorial Day, Independence Day, Labor Day,
Thanksgiving Day

**Your teacher may choose to schedule makeup lessons any day of the year, including holidays, if the student requests and both teacher and student are available and would like to keep the lesson that day.*

Makeup lessons for closed holidays are based on an annualized calendar, 5-week months, and you will be notified and instructed on how we will proceed with those closings and makeups.

A makeup lesson or class will be scheduled for Halloween.

We do not follow the school calendar for days off (Martin Luther King Jr. Day, Presidents Day, etc.). If school is cancelled or delayed due to inclement weather, you will get a notification via TeacherZone regarding RGS opening/closing.

Richards Guitar Studio, LLC reserves the right to terminate service to any person(s) at any time.

Policy effective March 1, 2018