

ARIZE Beyond School of Music

Student Studio Policy Agreement 2023

(Last revised on 5/21/2023)

Payments

All students are required to have a credit (or debit) card on file and to be on auto-pay, which will be run on the 3rd of each month. It's your responsibility for making sure our credit/debit card information on hand is current. If it is paid in 10 days past the 3rd, it will incur a \$5 late fee (if, for example, the credit card info is out of date). If it goes beyond 10 days late, you may be removed from the calendar.

Upon Signup: Pre-payment of the prorated tuition for the remainder of the month is **required**.

For on-going payments. If you have a previous lesson balance, it must be paid in full before beginning lessons again.

Students will not be billed for more than 4 lessons for any given month. For the months that include a **5th calendar day/week**, these days will be set aside for make up lessons. If no make-up is required, you will not have a lesson on the 5th day/week of the month.

Cancellations & Make-up Lessons

Cancellations must be made at least 24 hours - preferably 7+ days - in advance in order to qualify for ANY make-up. Emergency exceptions must be approved by the Lesson Coordinator. **You MUST contact ARIZE Beyond School of Music directly, not the teacher for exception approval.** Giving us advanced notice allows us to schedule make-ups, for both you and other students. You will still be charged for same day cancellations and no make-up lesson will be given.

Lessons With Multiple Teachers-If your family is taking lessons with two or more teachers and one teacher cancels a lesson, you are still expected to attend the remaining scheduled lessons. Credits will not be given for same day cancellations of lessons due to a different teacher's absence.

Make-Ups - Teachers are not required to teach make-up lessons, but we encourage make-ups whenever practical. Please schedule with ARIZE Beyond Music School directly (not the teacher) within 48 hours of notifying us of your absence. Make-ups can be scheduled up to 30 days in advance, so can be actually taught in the next calendar month.

You can get credit for up to 1 excused student cancellation per month applied to your next month's charge. Your tuition reserves a portion of your teacher's working schedule each week, and to maintain and hold your spot; unpaid absences make it difficult for us to recruit and retain the best teachers. Because you're paying for 4 lessons, 1 credit is 25% of your monthly bill.

ARIZE Beyond School of Music will credit your account for lessons we cannot provide. If your teacher cancels your lesson, we're closed for a major holiday, or we cancel for "extreme weather" (see below), you will not pay for that lesson if you do not end up with four lessons that month. This is separate from your one excused student cancellation, so if you cancel once AND we cannot provide a lesson, you will get credit (or make up) for both missed lessons.

Extreme Weather - We do not follow any other Schools, Businesses or Public Services when determining to cancel lessons or close due to weather. All such days will be posted on our website. If there is any question to whether or not we are canceling lessons, please check our website and/or call for updates. We will also send an email, text or voicemail notification. and we will assume this notice was received by you.

Vacation Policy - If you will not be able to attend your lesson, PLEASE TELL US BEFORE THE 28th of the PRIOR MONTH. We can suspend your account and hold your spot for up to 2 consecutive weeks, and not charge you for those scheduled absences. If you will be gone for longer than 2 weeks, and would like to hold your spot, you will need to pay the standard monthly lesson rate. If you do not pay to hold your spot, your spot will be not held. You can suspend your lessons up to 2 times per calendar year.

No Shows and Late Calls - If you do not show up for your lesson, or if you call in late to cancel a lesson, you will not be given the option of receiving a make-up lesson and you will not be given credits or refunds. Progress with a musical instrument takes a certain amount of time and dedication. We do not believe that you can adequately assess the “success” or “talent” of a student in just a few weeks. Thus, when you sign up, you are agreeing to complete your **first month of lessons**.

Discontinuing Lessons - Please notify the ARIZE Beyond School of Music lesson coordinator at least 3 days in advance of when you'd like to stop or suspend lessons. You will be refunded for any remaining lessons beyond the end date that are already paid for.

If you do not show up or contact us for 3 weeks in a row, you will be automatically removed from the calendar and your account will be terminated. You are still responsible for the payments for these missed lessons.

Other

In order to facilitate the best experience while learning your instrument, all students are required to have access to an adequate instrument for practicing on by Lesson 4.

- Keyboards must be a full 88-keys and weighted; pianos must be in tune.
- Guitars must be of the appropriate size and without warping / buzzing.
- If you have any questions, consult your teacher for more details.

Teacher Zone - We use theTeacherzone as our platform for scheduling, billing, and lesson homework. You will be assigned a unique user name and password upon signing up. We encourage you to use this program, as it makes things easier for you, the teacher and our lesson coordinator. In order to help facilitate the transition to the TeacherZone platform, incoming teachers and students will be scheduled to attend a virtual training session.

All actions by minors are the responsibility of their parent / guardian. Small children must be supervised by a responsible adult at all times. ARIZE Beyond School of Music & its teachers reserve the right to dismiss any student who is persistently tardy/ absent, lacking in preparation, or for disciplinary / behavioral reasons. .

For each lesson, students must sign-in at the beginning of their lesson in the teaching studio.

Food and Drink – Food and Drink are permissible in the lesson waiting areas, but students and their family members may not have open items in the lesson rooms. Please deposit trash into appropriate receptacles.

Media Permission – Registration for lessons or classes at ARIZE Beyond School of Music indicates consent for ARIZE Beyond School of Music and its employees to use and reuse photos, video footage, news footage and other media for promotional purposes at ARIZE Beyond School of Music’s discretion, including use on social media sites, in-store signage, email newsletters, flyers, its website, and more. ARIZE School of Music is released from any and all claims arising out of or in connection to the use of news stories or media releases, including any and all claims for libel. *However, we will verbally ask permission before taking any photos and will promptly respect any wishes to remove any photos from materials, as reasonable.* Please talk to us if you have any concerns or want to opt out of this provision.

Policy Revision - Changes to this policy may occur at any time without prior warning. We will make reasonable effort to inform you in a timely manner. See our website for the current written policies and ask if you have any questions.

By signing this form, all parties involved agree to abide by all the rules and policies listed within this policy agreement.

Note: We will regularly (at minimum on a quarterly basis) monitor our policies. Please feel free to share any questions and/or concerns as we walk this journey along the path towards maintaining excellence together!

Signature: _____ **Date:** _____

Employee : _____ **Date:** _____

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