

# Studio Policies 2022-2023

## Portal

• All parents/adult students will receive a log in email to access our lessons <u>portal</u> where they can sign up for recitals and studio events, manage their billing, and reschedule lessons.

### Makeup Policy

- Semester dates, see calendar below for days that the studio is closed and for recital dates.
  - Fall: 8/22/22-1/29/23
  - Spring: 1/30/23-6/18/23
- The final week of the semester is reserved for makeup, we call it "Makeup Period".
- Makeup Period allows students to make up a maximum of 1 missed lesson from the semester.
- If a student has a makeup credit on file, it will be applied to their account during this time period. If they do not have a makeup on file, the lesson will be counted as a regular lesson.
- 24 hours notice is required for all absences (exception: illness and family emergency).
- Student sickness: If a student is too sick to go to school (ex: positive covid test) please email your teacher and the admin at support@musicfully.com. We can record a video make-up lesson and send it to you within 48 hours. If a student is mildly ill, and the teacher is available, a zoom lesson can take place. Please discuss with your teacher.
- Although there may be times that students will need to miss a lesson, we do not offer tuition reimbursement or adjustment for missed lessons.
- Make ups may occur in the form of a group lesson if no individual times are available.
- "No-show" lessons are considered forfeited and will not receive a makeup credit.
- If a teacher needs to be absent, the teacher will arrange a for another Musicfully teacher to meet you at your regular time or work to find another suitable lesson time.
- In the case of inclement weather, a virtual lesson will be offered.

### Payment

- Payment is required on the first of the month for that month's upcoming lessons. If you are a new student, payment will be due before your first lesson.
- A credit card is required on file. Payments will be processed by our admin team only.

### Summer

- The studio will remain open during the summer for a la carte lessons.
- If you wish to reserve your Fall semester time, we require that you book **5 lessons** or register for our **camp** during the Summer semester.
- For recurring lessons during the summer, if you need to cancel a lesson, you may schedule a make-up with your teacher or cancel that week for no charge, with 24 hours notice.
- Camp 2023 is scheduled 7/10/23-7/14/23.

### Discontinuation of Lessons

- If you wish to discontinue lessons, two weeks notice will be required in writing for the termination of lessons. Billing will cease after two weeks from the date of notification of lesson termination.
- As always, we welcome your feedback. If you have any concerns, please email <u>support@musicfully.com</u>



fri sat sur

sa sur

su

sui

> fri sat

thu

 sui

fri

February

March

bri

May

une



2022-2023 Studio Calendar



mon

mon

mon

mor

mon

mor

tue

wed thu fri sat sur

September

October

November

December

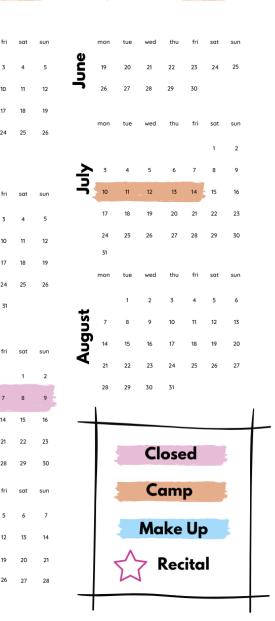
January

**Spring Semester** 

fri

thu

Summer Block



The studio will remain open during the summer for a la carte lessons.

If you wish to reserve your Fall Semester time, we require that you book 5 lessons or register for our camp during the Summer Block.



Makeup week allows student to makeup 1 missed lesson (max) from the semester. If a student has a makeup credit on file, it will be applied to their account during this time period. If they do not have makeup on file, the lesson will be counted as a regular lesson.