

Ampersand Music School 2018 Policies

BILLING:

Lessons are billed as a fixed monthly subscription. Tuition will remain the same each month throughout the year. All students will be issued an invoice via email on the first day of each month. Students have the option to enroll in automatic billing, or to pay monthly invoices manually online with a credit/debit card. For your convenience we offer our families/students the option of choosing between the **1st or the 5th** of each month for auto payments to process. However, this must be indicated to our staff via email at least 48 hours before the next billing cycle.

To enroll in auto-payments, simply input your payment information on your first (or current) invoice, then check the box that says "I authorize Ampersand Music School (AMS) to store and charge this card for future purchases as agreed until I cancel this authorization." Then click "PAY" then you **MUST** indicate to Ampersand Staff what day you want the invoice to process. Alternately, you can request to be set up on auto-payments by visiting the "Payment" section on our resources page [here](#).

If payment is not made by the 7th of each month a late charge of \$10 will be applied to your account.

WEEKLY LESSONS:

Lessons will be held weekly on a reoccurring basis until a student notifies AMS of cancellation. If the student wishes to permanently cancel lessons, notice of cancelation must be given by the 15th of the month before the next billing cycle, or the student will be charged for the following month's tuition.

CALENDAR DAYS:

Ampersand Music School is closed for certain major holidays. These holiday closures and 1 inclement weather day have been built into the tuition schedule. In the long months students will receive five weeks of lessons and in the short months like December, students might only receive three weeks, but for most months students will receive four lessons. The tuition is the **SAME** each month. Make ups are not given for any holiday closures or for the included inclement weather day. *See our school calendar available on our website [here](#) for specific holidays.*

RESCHEDULES:

Must be made **24 hours before your scheduled lesson inside of your My Music Staff Portal**. If a student does not cancel or reschedule the lessons 24 hours before the lesson in question, the lesson will ***not be rescheduled or refunded***. This keeps our instructors from driving to a location and losing the gas and time. If an instructor reschedules a lesson, that lesson must be made up within 60 days or the next month's tuition will be subject to a pro-rated discount. Reschedules must be done through you're my Music Staff client portal. Verbal, text, phone call, or email

notification of reschedules do not qualify as adequate notification of a lesson reschedule. Unused make-up credits will automatically expire after 60 days.

VACATIONS:

Reschedules for extended vacation (or “taking a break” from lessons) can be arranged with your instructor for up to 3 consecutive weeks. However, reschedules for absences that extends longer than three consecutive weeks are not covered by Ampersand Music School. In addition, students that miss 4 or more consecutive lessons are at risk for losing their reserved time with their instructor.

DISCONTINUATION OF LESSONS:

Ampersand Music will need a two-week notice of a permanent cancellation in order to allow the instructor time to fill that spot in their schedule. Any pre-paid lessons missed due to a permanent cancellation will not be refunded. To discontinue lessons permanently please fill out our cancellation form [here](#).

MATERIALS:

From time to time student’s will need to "level up" to the next book or series. For your convenience, these will be brought to the lessons by the instructor. The cost will be automatically added to your next month’s tuition.

LESSON PROCEDURES:

For any students under the age of 18, a parent, legal guardian, or approved adult must be at the home during any lesson conducted by Ampersand Music School staff.