

## **Ampersand Music School**

### **2022-2023 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 **1<sup>st</sup> or the 5<sup>th</sup>** of each month for auto payments to process. Any changes to invoicing must be indicated to our staff via email at least 48 hours before the next billing cycle in order to take effect.

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." Auto payments will be automatically set to draft on the 1st of each month. To arrange any alternate day for the draft you **MUST** request in writing/email to AMS indicating what day you want the invoice to be processed. Alternatively, 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 \$15 late charge will be applied to your account.

#### **WEEKLY LESSONS:**

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

#### **RESCHEDULES:**

Must be made **24 hours before your scheduled lesson inside of your My Music Staff Portal**. If a student cancels or reschedules a lesson less than 24 hours before the lesson time, that lesson will ***not be rescheduled or refunded***. This keeps our instructors from driving to a location and losing the gas and time. Reschedules must be done through the My Music Staff client portal. Verbal, text, phone-call, or email notification(s) do not qualify as adequate notification for lesson reschedule. If an instructor reschedules a lesson, that lesson must be made up within 60 days. Unused make-up credits will automatically expire after 60 days. If you have outstanding make up credits, please contact your instructor to arrange a make-up session.

**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](#).

**CALENDAR DAYS:**

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

**Extreme Weather Conditions:**

In the event of severe weather conditions, such as ice or snow, causing school closures, all classes will transition to online lessons until it is safe for our teachers to travel on roads. These classes will not be made up at a later date. Ampersand will adhere to the weather-related closure procedures set by LISD.

**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 or absences that extends longer than 3 consecutive weeks are not covered by Ampersand Music School. Students that miss 4 or more consecutive lessons are at risk for losing their reserved time with their instructor and/or pricing. Tuition for students returning after an extended break will be set at the current price listed on the AMS website.

**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 home during any lesson conducted by Ampersand Music School staff.