



Maue Music Studios
STUDIO POLICY

Tuition:

Tuition is due on the 1st of each month via autopay with a 2% service fee. If tuition is not paid on the 1st a \$40 late fee will be applied to your account for each additional processing attempt. We understand that life happens, so please communicate with us before the 1st if you think there might be a problem with your payment so that we can work with you.

Attendance:

If you are more than 10 minutes late arriving for a lesson the lesson will be considered cancelled and the lesson time will not be made up or credited in any way. No-show lessons with no communication will not be made-up, credited, or otherwise re-scheduled under any circumstances.

Cancellations:

If you need to cancel or reschedule a lesson, you can do so online via the student portal. Lessons can be rescheduled within 30 days IF the schedule allows. You can see the schedule online via the portal. If there are no times available, you will not be refunded or credited for the missed lesson. Lessons must be cancelled 48 hours in advance to be eligible for a make-up credit or LessonMate digital lesson. In the event that we need to cancel lessons, we will either send a digital lesson via LessonMate or we will hold in-person make-up lessons as our schedules allow.

Termination of Lessons:

If, for some reason you wish to terminate lessons, notice must be given 30 days prior to your termination date. You may choose to attend or to not attend the last month of lessons, but regardless, your tuition for that month will not be refunded. Please contact Kaylah via email at mauemusicstudios@gmail.com if you wish to terminate lessons.

General:

- We regularly take photos and videos of students for use with marketing on social media and our website. If this is a problem for you, please let us know.
- PLEASE DO NOT bring sick kids to lessons if they have had any symptoms or a fever within 24 hours before their scheduled lesson! Contact us ASAP to set up an online lesson for PRIVATE students at their regularly scheduled time or for their teacher to record a LessonMate lesson for them to watch when they feel better. If you bring your child to lessons sick, they will be sent home with no make-up credit or LessonMate options available.
- PLEASE DO NOT leave multiple siblings unsupervised in the lobby while they wait for lessons.