



Maue Music Studios

SURVIVAL GUIDE

THIS DOCUMENT MAY SAVE YOUR LIFE!!

Getting Started

- 1) Log into your My Music Staff Portal via our studio's website.
 - 2) Save MMS to your phone by adding it to your home screen as an app.
 - 3) Go to your settings in MMS and update all of your information and add your billing info. There is a 2% fee added for credit/debit card payments.
 - 4) Follow the "Maue Music Studios" page on FaceBook and join the "Maue Music Fam Group" to stay in the loop and to connect with other families in the studio!
 - 5) Add mauemusicstudios@gmail.com to your email contacts so that important emails don't go to spam!
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Cancelling and Rescheduling

Please cancel/reschedule lessons through the MMS Portal. You can see all of our openings and reschedule a lesson yourself via the Portal. Make-up lessons can be made within 30 days if the schedule allows or can be sent to you digitally through LessonMate. If we do not have any openings that work for you and you do not want a LessonMate lesson, then the lesson cannot be made up/credited/refunded. MMS notifies us of any changes made, so once you cancel/reschedule online, everything is taken care of!

Questions

All questions regarding scheduling, billing and events should go through Kaylah Maue via text at 307-331-1183 or email at mauemusicstudios@gmail.com. Kaylah will get back to you as quickly as possible, but if it is not an emergency, it may be a couple of of days before she is able to respond. Patience is greatly appreciated!

Terminating Lessons

If you would like to terminate lessons, 30 days notice is required. During this time, you can choose to attend lessons or not, but tuition for the last 30 days is non-refundable. To terminate lessons, please email Kaylah.