

Last Name (all caps):

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Opus Music Studio Policies

Opus Music's Lesson Policy is hereby set in order that the student gains the maximum benefit from their lessons and to ensure efficient operation of the studio. When you have read and understood this contract completely, please sign and date this document.

How to Schedule Lessons

Lessons are schedule on a presumed weekly basis. If at the time of payment, the student/parent is aware of days that they can absolutely not come to lessons, Opus Music will allow for two (2) lessons per four (4) week series to be marked absent and extended. After the two per four lessons are canceled, we will not extend the lessons series and renewal date any further for reasons initiated by the students (see Make-Up Policy, pg. 2).

For students with unpredictable schedules, we have packages available for non-consecutive lessons. With this option, students can call up to a day in advance of a preferred date of the lesson to check on your teacher's availability. These lessons are only available based on teacher and studio availability. Therefore, specific times cannot be reserved for these lessons on any regular basis.

How to Pay for Lessons

Students of Opus Music must be current with payment prior to lessons being scheduled. If the student does not renew in a timely manner, the lesson will not be placed in the schedule. Payments must be made one week in advance or you are subject to a late charge of five dollars (\$5) per lesson. We are able to accept payments at the front desk and by phone. Lesson dues can be paid by cash, check (written out to Opus Music), and credit card (Visa, MasterCard, American Express, Discover Card).

How to Cancel Lessons

Cancellation of lessons must be made with the appointment desk at Opus Music no later than 7pm the day before your regularly scheduled lesson. We require notification of your cancellation either by email or by phone (if no one is available to take the call, please leave a message with the student's first and last name along with the time and day of the class).

- If you call the same day of your lesson to cancel, we are forced to pull from your lesson credits to pay your teacher for their time.
- Your teacher is not responsible for informing the office of any cancellations. Cancellations made through the teacher are not accepted.
- For student no-shows, we will be forced to pull from your lesson credits to pay your teacher for their time.
- If you cancel more than three (3) weeks in a row, your regularly scheduled time will not be saved, and you will lose your lesson time.

Opus Music Studio Policies

Make-up Lessons

- Make-up lessons are considered “extra” lessons from the regularly scheduled lessons.
- After two (2) lessons canceled per four (4) weeks package, cancelled lessons initiated by the students will not be credited towards the next series of lessons. The lesson series will not be extended, nor will tuition renewal be delayed.
- Make-up lessons are void if arrangements are not made within 30-days of the cancellations.
- Make-up lessons are void if student is not current with enrollment. Students who are not enrolled for regular lessons are not obligated to make-up lessons.
- For supplemental classes (theory/ensemble/band/choir), there are no make-ups or lesson credits for missed classes.
- Missed lessons will ONLY be credited towards the next series of lessons if the cancelled lesson is initiated by the teacher or by Opus Music AND a substitute is not scheduled or it is canceled by 7pm and there have not been more than two (2) canceled classes per four (4) week series.
 - ❖ Refusal of a substitute is not grounds for lesson credit!

Substitutions

Opus Music instructors reserve the right to have substitutes come teach lessons on their behalf and sometimes **without** prior notice.

By signing this document, you are stating that you understand and are in full agreement of all of the above policies; thereby making you eligible for lessons at Opus Music.

Printed Name: _____

Student/Guardian Signature: _____

Date: ____/____/____