

## **Terms of Agreement and Policies**

**No Refund Policy** Pat Miller Music school does not refund for unused lessons; however, in various circumstances when it is necessary to stop lessons, such as long term illness of a family member, sports schedule, out of the country or state family visits, and other events, **lessons may be banked** for up to six months until a student is able to come back to their lessons. This does not guarantee their same teacher or same scheduled lesson time being held for them. Unused lessons may also be transferred to another student.

**Make-Up Policy:** Students may make-up to two lessons per month for their excused missed lessons. We do not allow sick students, siblings, parents or caregivers in the school. Missed lessons due to sickness, planned vacations, unforeseen school activities, will be excused and can be made up by attending a prescheduled make-up class. If a lesson must be missed, please phone (408) 871-7010 to notify a Pat Miller Music School staff member at least 24 hours prior to the scheduled lesson or the lesson will be considered as a "No Show" and will not be made up. If a teacher is ill, efforts will be made to have a substitute teacher for students. If one is not available, the student will be notified and a make-up class will be issued.

**Tardy Policy:** Students are expected to be on time for their lessons. Please call if you are running late. Teachers will wait 15 minutes for a student who is running late. If the student arrives LESS than 15 minutes late, they will receive a lesson for the remainder of their time slot (the lesson will still end on time). If a student does not arrive after 15 minutes, the teacher is NOT required to stay any longer to wait. This lesson will be considered a "No-Show" and will not be made up.

**To avoid spreading illness, we (teachers and administrators of Pat Miller Music School) reserve the right to refuse services and admittance to those who appear to us to be sick.**

**Tuition Payment Policy:** Pat Miller Music School tuition is due monthly prior to the 1<sup>st</sup> of each month. To simplify your billing, you may now elect to pay your account with an automatic monthly charge to your Visa, Master, Discover or American Express credit/debit card or checking account. This can be set up for you at the time of registration or at the start of any new month with the Office Administrators at the front desk. From time to time we offer package specials to save clients some money. If you purchase your lessons in three month packages, tuition will be due for renewal of your package on the 1<sup>st</sup> of the month in which your package deal expires. To make it simple, you may now set up auto renewal for packages as well! This will guarantee an on time payment of your tuition.

**Fees:** There is a **\$35 one-time Registration fee** charged *per family* to set up your account in our schedule and billing systems. This is payable prior to your first lesson. A **\$25 Late fee** will be charged to an account if tuition payment is paid after the first of the month due date. *Some scholarships may be available for students needing tuition help. Please speak directly with owner Ms. Pat Miller for financial aid assistance.*

**ALL POLICIES ARE AT PAT MILLER'S DISGRESSION AND SHE ALONE HAS THE AUTHORITY TO MODIFY OR CHANGE ANY RULE OR POLICY STATED HEREIN.**