



## ***STUDIO POLICIES***

The ***Silbernik Music Academy*** offers outstanding private guitar, piano and ukulele lessons to students of all ages and skill levels.

### **WEEKLY PRIVATE LESSONS**

- Weekly private lessons” occur on the same time and day each week, and are on a month-to-month commitment. There is no commitment beyond the monthly time-frame, however we assume that recurring weekly lessons are on-going until informed otherwise.
- Lessons are either 30 minutes, 45 minutes or one hour in duration.
- Private lesson tuition is \$30 for 30 minutes, \$45 for 45 minutes and \$60 for one hour.
- Students are expected to attend their lessons every week at their scheduled day and time.
- Rescheduling of lessons, or make-up sessions for missed lessons, is solely at the discretion of the ***Silbernik Music Academy***.
- If at some point you need to change your lesson time, we will happy to change your time to another available time slot.
- Invoicing for lessons will occur on a monthly basis, at the end or beginning of each upcoming month. You will be billed for the number of time slots ***reserved for you*** in the upcoming month. So if, for example, your scheduled lessons are on Thursdays in an upcoming month, you will be billed your monthly tuition for the number of Thursdays (4 or 5) in that month.
- **You must pay your monthly tuition on or before the first scheduled lesson of each calendar month.** This will reserve a specific weekly recurring time slot for you.

### **SINGLE NON-RECURRING PRIVATE LESSONS**

If a monthly commitment seems like it will not work, we can schedule single, non-recurring private lessons.



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- Scheduling of a “Single Non-Recurring Private Lesson” is subject to the instructor’s availability, and does not guarantee the availability of any future lesson times in the same time slot.
- Single lessons can only be scheduled within one week of the lesson time, and are either 30 minutes, 45 minutes or one hour in duration.
- Tuition for “Single Non-Recurring Private Lessons” is \$30 for 30 minutes, \$45 for 45 minutes and \$60 for one hour.
- Invoicing for “Single Non-Recurring Private Lessons” will occur at the time the lesson is scheduled. **Remittance must occur on or before the scheduled lesson time.**
- There are no makeup sessions or rescheduling of “Single Non-Recurring Private Lessons”.

### **TUITION & PAYMENT**

- Invoices for weekly private lessons will be issued before the 1<sup>st</sup> of the upcoming month, and are due on or before the first lesson of the month. Payments are non-refundable.
- Payment for “Single Non-Recurring Private Lessons” is due on or before the scheduled lesson, and is non-refundable.
- Current acceptable payment methods are cash, charge card or check payable to the ***Silbernik Music Academy***.
- There are no refunds for missed lessons.
- There are no makeup lessons or credits issued for missed lessons unless the ***Silbernik Music Academy***, at its sole discretion, has agreed to such credits or makeup lessons *prior* to the missed lesson.
- Makeup lessons are subject to availability, and must occur within 30 days of the missed lesson.
- Credits will be applied to the following month’s invoice.



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### **ATTENDANCE**

Please understand that when you register for lessons, we reserve your selected timeslot on our schedule just for you. There are only a fixed number of timeslots, therefore we expect each student to attend their scheduled lessons.

***No refunds, credits, or makeup lessons will be offered for missed lessons.***

Exceptions are at the sole discretion of the ***Silbernik Music Academy***. (See the “Cancellations”, “Teacher Absences” and “Holiday Closings” sections of this document.)

Lesson times cannot be extended due to late arrival.

### **CANCELLATIONS**

The ***Silbernik Music Academy*** makes every effort to be reasonable regarding credits and makeup lessons. Please keep the following points in mind if you need to cancel a lesson:

- ***STUDENTS WHO ARE ILL SHOULD NOT ATTEND LESSONS.*** In the event that you need to miss a lesson due to illness, please contact us with as much advance notice as possible. We will ***NOT*** charge you for lessons missed due to illness. In such cases, a make-up lesson will be offered, or credit to your account will be issued.
- If there is some other situation that will cause a conflict with your scheduled lesson(s), please let us know as soon as possible, and we will try to work it out.
- If you do need to cancel a lesson, please give us as much advance notice as possible so that we can offer your time to another student.
- Lack of practice is ***NOT*** an acceptable excuse for missing a lesson! There is always something we can work on.
- Previous comments notwithstanding, we expect that students will attend their lessons at their scheduled times.
- In all cases, makeup lessons and/or credit for missed lessons, are solely at the discretion of the ***Silbernik Music Academy***.



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- Makeup lessons must occur within 30 days of the missed lesson. Credits will be applied to the following month's invoice.

### **TEACHER ABSENCES**

The ***Silbernik Music Academy*** reserves the right to miss lessons due to illness or other occasional event.

In the event of such cancellation, we will inform you as soon as possible, and the student will have the choice of receiving a credit or a makeup lesson.

Makeup lessons must occur within 30 days of the missed lesson. Credits will be applied to the following month's invoice.

### **HOLIDAYS AND CLOSINGS**

The ***Silbernik Music Academy*** closes on some national holidays, and for other reasons that may arise such as vacations and illness.

In such cases, the ***Silbernik Music Academy*** will inform its students of such closing.

In the event that a closing occurs on a date for which a student has already remitted tuition, a credit or makeup lesson will be offered.

Makeup lessons must occur within 30 days of the missed lesson. Credits are applied to the following month's invoice.

### **MEDIA**

Photos of students, video and audio recordings of students, student projects and performances, may be posted online and used by the ***Silbernik Music Academy*** for promotional and workshop materials. Identifying information will be excluded, or limited to first names only.

Parents wishing to exempt their children from any published media should inform us of their wishes.