

Accent Music Academy Policy Sheet

Effective September 1st, 2022 – August 31st, 2023

Welcome to Accent Music Academy. Below is some general information that pertains to all students. Following that will be information about payment plan options.

Cancellations: Students are expected to attend all scheduled lessons unless you notify your teacher at least 24 hours in advance. If you fail to give your teacher 24-hour notice, or you just don't show up, you will still need to pay for this lesson, and it cannot be made up. If you have a last-minute illness or emergency, your teacher may make an exception. However, this decision is up to the individual teachers, so please discuss this with them. If they mark it as an improper cancellation, they will be paid for their time and we will need to charge you.

Teacher Cancellations: Accent Music Academy realizes that teachers may have to cancel occasionally as well. When they do, their priority will be to make up the missed lesson. However, if they are unable to offer you a suitable time, we will prorate a future payment to make up for the missed lesson.

Late Fees: While payments are due on the 15th prior to the month they are for, you do have a grace period until the end of the. Payments made after the 1st of the month they are for are subject to a \$10 per week late fee.

Payment Methods: You may pay with check or with credit card. If you wish to pay in cash, please notify us in advance and put cash in an envelope with the student's name clearly marked. No loose cash will be accepted. If you wish to pay by credit card, you have two choices. You may go to our website accentmusicacademyph.com and pay with your cc through PayPal. Or you may fill out an Auto-Pay form.

Tardiness: If you are tardy, Accent Music is not responsible for making up the time you missed. If a teacher is tardy, they are responsible for making up the time.

Holidays: Lessons that fall on major holidays will be made up if it prevents the student from reaching the appropriate number of lessons in their payment plan. Please check with your teacher regarding minor holidays.

Weather: Lessons canceled by Accent Music Academy or the teacher due to inclement weather will be made-up.

Musical Supplies: Each student is expected to purchase the musical supplies recommended by their teacher. This may include instruments, accessories, and sheet music. Supplies may be purchased anywhere, but Accent Music offers a 20-40% discount on new books and accessories and up to a 50% discount on used items. So, check with us first to save money. While we don't have a music store for walk in customers, we do have access to wholesale pricing, and can many times offer you better prices than you may find elsewhere. Unlike typical music stores, we are committed to your education first and are not looking to make large profits from sales. And if we can't get what you need, our teachers will help you find it elsewhere as inexpensively as possible!

Practice: Students should make a commitment to at-home practice of their instrument(s). While the duration and frequency will be recommended by their private teacher(s) it is universally agreed upon by all teachers at Accent Music Academy that practice is an integral and essential part of the learning process and the advancement of a student's skills. We ask that the parents of young students encourage their children to practice the amount of time recommended by their teachers. Having said this, please note that it is completely normal for kids not to want to practice. Try not to be discouraged if it seems like your child has ups and downs in their practice habits. Our suggestion is to be firm but understanding. Learning an instrument can be challenging and the first few months involves work without much reward. The fun comes after the basics are mastered and the student can play more interesting music! So, try to help kids focus on what the future can be like once they get past the beginning level.

Performing: Accent Music Academy offers an array of performance opportunities throughout the year in the form of recitals, community outreach performances and fully staged plays and musicals. There may be a cost to be involved in some of these opportunities. If so, this will be clearly explained as the opportunities arise. All students, regardless of level, are encouraged to participate in at least one yearly recital.

Tuition Plan

The tuition plan is for those who are making a commitment to taking 4 lessons per month during the school year. In exchange for your commitment, you will pay less per lesson. Tuition students have two choices. You may pay monthly or for the school year. Students who commit to the school year receive our best pricing.

- 1) **Monthly Pay** You will pay for 4 lessons per month. If you miss a lesson and there is not a 5th week that month, your teacher will try to provide a make-up if you give enough notice when you cancel (See information on cancellations and makeups).
- 2) **School Year Pay** If you want to save money by committing to the school year, you may pay the installment amounts listed in the third column below over the first 3 months of the term. This plan covers lessons from September 1, 2021 through May 31, 2022.
- 3) **Summer** – You may choose to continue monthly payments for 4 lessons per month or choose one of our summer lesson plans for more savings or flexibility.

Pricing	Monthly Pay	Pay For School Year	Summer 2023		
			8 Lessons	10 Lessons	12 Lessons
# of Lessons →→	4/month	36 lessons (Sep – May)	↓↓↓↓↓	↓↓↓↓↓	↓↓↓↓↓
Lesson Length/	↓↓↓↓↓	↓↓↓↓↓	↓↓↓↓↓	↓↓↓↓↓	↓↓↓↓↓
Half Hour	\$88	3 installments of \$246	\$190	\$220	\$245
45 Minute	\$126	3 installments of \$355	\$265	\$315	\$355
Hour	\$160	3 installments of \$456	\$340	\$400	\$456

Monthly Payments and Due Dates: Monthly payments are due on the 15th of the month **prior** to the month for which they are to be applied. For example, payment for November lessons is due by October 15th. You have a grace period until your first lesson day of the new month, but if a payment isn't received by then, there will be a late fee assessed. Cancelling the first lesson of the month is not a valid reason to delay payment.

School Year Installment Payments: School Year installments are due Sep 1st, Oct 1st and Nov 1st respectively. If you sign up for the school year after Sep 1, we will prorate the number of lessons and the payments based on your start day. The school year plan is only available until Dec 1st, 2022.

Cancellations: If you must cancel a lesson, please contact your teacher at least 24 hours in advance. Certain emergencies or sudden illness may be taken into consideration by the teacher regarding make-up eligibility for missed lessons. Please discuss this with your individual teacher(s)

Makeup Lessons: Students are eligible for make-ups when lessons are canceled with proper notice (24 hours). Tuition students should try to schedule a makeup when they miss unless there are 5 weeks in that month, or you have had an extra lesson in a previous month.

Discounts/Refunds: Typically, there will be no financial refunds or discounts for tuition plan students. There are a few exceptions, which are at the discretion of Accent Music Academy and should not be assumed without first contacting us. Exceptions may include lessons cancelled by the teacher or cancelled due to inclement weather that are unable to be made up.

Rate Lock Policy (New) We are now offering tuition students a chance to keep your rates the same for as long as you take lessons! To qualify, you must continue to pay for 4 lessons per month between September and May and for at least 8 lessons total between June and August. Please note that your per-lesson rate will still vary slightly between the school year and summer, depending on your choice of summer plan. However, you will continue using the amounts in the table above from year to year. If at any point you don't meet the requirements, your rates will change to whatever our current rates are for new students at the time. **You will not be penalized by teacher cancellations that aren't made up when determining your eligibility for this policy.**

Flex Plan

Flex plan students at Accent Music will pay monthly but will have the flexibility to deduct a prorated amount from their payments for lessons missed. You will pay slightly more per lesson. However, if you do not feel you can make a commitment to 4 lessons every month, or to a certain number of lessons during the school year, this plan may save you money overall. You will still pay in advance for a month and must still give your teacher 24-hours' notice if you need to miss a lesson. Below are the per lesson rates for this plan.

Lesson Length	Amount Per Lesson
30 Minutes	\$24
45 Minutes	\$35
60 Minutes	\$45

Payments and Due Dates: Monthly payments are due on the 15th of the month **prior** to the month for which they are to be applied. For example, payment for November lessons is due by October 15th. You have a grace period until your first lesson day of the new month, but if a payment isn't received by then, there will be a late fee assessed. Cancelling the first lesson of the month is not a valid reason to delay payment.

What to pay the first month: When you begin lessons, you will pay for the number of lessons anticipated in the current month, plus the number of lessons in the following month, so that you are paid ahead.

Calculating your payments on the flex plan: Since you are permitted to alter your payments each month to account for properly cancelled lessons, it is important to address how you calculate your payments. Your goal should always be to pay for the number of weeks in the following month based on your lesson day, minus any lessons that you paid for previously and didn't receive. For example, say you pay for 4 lessons in October, but you miss the second week of the month (with proper notice). When you pay for November (on or shortly after Oct 15), you can deduct one lesson from your payment. If there are 4 weeks in November, you would pay for 3.

Timing of Deducting Cancelled Lessons: Under most circumstances you should only count lessons you have already missed when calculating deductions. Since you pay in advance, there may be times when you miss a lesson in the current month after you have already paid for the next month. In this case you would factor the discount into the next payment you make. There are a few cases when you can factor in deductions for future missed lessons, such as lessons that fall on major holidays, teachers telling you in advance that they won't be teaching, or planned vacations when you have notified your teacher in advance that you will be away.

5-Week Months: When you pay using the flex plan, you should pay for the number of lessons you will receive in a month based on your lesson day. If there are 5 lesson days in a given month, then you will need to pay for 5-lesson unless you have a credit from a previous month or one of the lessons falls on a holiday.

Make-up Lessons: Even though you are permitted to deduct money for properly cancelled lessons, your teacher may still try to schedule a make-up with you. Their goal is to get in as many lessons with each student as possible to help them make progress. Obviously if you do take a makeup lesson, you would not be able to deduct the payment for that missed lesson.

Auto-Pay for Flex-Plan Students: If you are signed up for autopay, we will do our best to apply discounts when lessons aren't made up. However, at times we may let a missed lesson go for a month to allow the teacher time to make it up. Our goal is to ensure things are fair in the long run. If you have any questions, please contact us.

Minimum Number of Lessons: Even with the flex plan, you need to attend enough lessons to make progress and to warrant keeping a reserved spot in your teacher's schedule. This will be assessed on a case-by-case basis. But in general, we would expect that students average at least 3 lessons per month. If your teacher feels you are missing too frequently, they will discuss it with you before making any scheduling changes.

Missed Lessons Without Proper Notice: Under normal circumstances you will not be able to receive a makeup or payment deduction for lessons you miss with less than 24 hours' notice. However, if you had an emergency or another valid reason for not giving notice, please contact your teacher and discuss it with them. They are the ones who decide whether to bill for a lesson. Basically, if we must pay them then we must charge you.

Paying per Lesson: If for some reason you wish to pay by the lesson, the cost is calculated at \$52/hour. We do not recommend this if you intend to take regular lessons.