

# Sonder School of Music Lesson Policies

**TUITION:** All tuition payments are due before the first lesson of each term; please be advised that we have a \$25 late fee for late payment. For pay per lesson students, tuition should be paid in advance before the day of the lesson. There is no guarantee of teacher's availability for walk-in students. Lessons will automatically be renewed with recurring balance unless we are notified otherwise.

**CANCELLATION POLICY:** In the event of an emergency lesson cancellation, **please let us know 48 hours ahead of time and we will gladly reschedule for you with no additional fee;** however, there is no guarantee that the same teacher will be available for the make-up lessons - they may be taught by a different teacher.

*All make-up lessons must be completed within 30 days for 1-month & 3-month plans and 60 days for 6-month plans. Please take this into consideration when requesting to reschedule a lesson.*

**If we do not receive a notice at least 24 hours prior to the lesson time, the class will be charged with no refund.**

Sonder School of Music reserves the right to regroup or cancel any program due to insufficient enrollment and the right to discontinue a student's instructional activities if there is an unpaid account balance for a sufficient period.

**PUNCTUALITY POLICY:** Students must be on time for their lesson to ensure that they will receive the full lesson time reserved. If a student is late, he/she will receive the remaining time left of his/her lesson only. Teachers are not allowed to cut into another student's time. However, if the teacher is late students will receive their full lesson duration.

**WITHDRAWAL/REFUND POLICY:** All registration and tuition fees are non-refundable. This policy will be strictly enforced. Formal written notification must be given to the office and depending upon the situation, a meeting with the school director and/or teacher. Notifying the teacher is not considered formal notice of withdrawal. Non-attendance is not considered a withdrawal.

**PHOTO/VIDEO RECORDING POLICY:** Please be aware that video recording is generally not allowed during the lesson time unless special permission is granted with the school and teacher's consent. Sonder School of Music reserves the right and may give permission to its photographer or outside media to photograph classes, programs and participants at our facilities, properties, and events. Please be aware that these photos are for promotional purposes and may be used in future publications and media communications. By participating in the music school's classes and programs, you consent to the taking and publication of your photograph for these purposes. If you do not wish your child or yourself to be photographed or videotaped, please submit a brief written statement to the school office.

**SCHOOL CLOSING POLICY:** Sonder School of Music is open every day of the year except New Year's Day, July 4<sup>th</sup>, Thanksgiving and Christmas. In inclement weather, lessons will be moved online in accordance with public school policies.