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Providence Music Academy Official Policy Statement

It's our wish that music lessons be a rich blessing for your family. To make things run smoothly please observe the following policies. We understand unusual circumstances, so please speak with us if you feel a concession needs to be made.

Private In-Home Music Lessons – Lessons are held every week at your home at the agreed upon lesson time decided between you and your instructor. They can be 30, 45, 60 or more minutes long. Lessons occur year round according to our official calendar which roughly aligns with the public schools. All major holidays are observed. Most minor holidays are not. Please see our online calendar for details. During the summer months, we follow the Flex Plan – please see below for details.

Tuition Rate – Lessons are \$40 for 30 minutes. Lessons over 30 minutes, regardless of the instrument, time, instructor, or number of siblings, will receive a 15% discount off the total tuition. Tuition paid by semester (up-front) will receive an additional 5% discount.

Other Fees – PMA organizes two mandatory recitals every year (Spring & Christmas). The cost is \$25 per family. Because of the fixed costs associated with putting on a recital, this fee is added to your account even if you are not able to attend. Any music, books or supplies a student may need will also be added to your monthly tuition invoice. Costs will vary with each student's need. There is no registration fee or other extraneous fees.

Canceling/Rescheduling Lessons – It is important to respect the time that your instructor has set aside specifically for your lesson every week. Lessons cancelled with 24-hour notice are eligible for a reschedule subject to instructor availability. Every reasonable effort will be made to offer you a make-up lesson, but one cannot be guaranteed. If a make-up cannot be arranged, the lesson is forfeited. Rescheduled lessons cannot be rescheduled twice; it will be forfeited. Lessons cancelled with less than 24-hour notice will be forfeited. Lessons cancelled by the instructor will be rescheduled or credited to the next month's tuition.

Billing and Payments – PMA bills in advance for monthly lessons. Each family will receive a tuition invoice by email explaining the charges for the upcoming month. Tuition is remitted by our secure and convenient ePayment system. Every family must have an account on file; it can be a bank account or Credit/Debit card. Your monthly tuition will be debited from your account on the due date of your invoice. If you feel there needs to be a correction to an invoice, please contact our office before the due date on the invoice. We do not accept paper checks or cash. We do not refund tuition.

Guardian Presence - It is preferable that a parent or guardian be present in the home during in-home lessons. Our teachers are not meant to be guardians responsible for the safety and well-being of your child. If a guardian must leave for any reason, please check with your instructor first.

Starting and Discontinuing Lessons – PMA is an open-enrollment, year-round academy. We do not require contracts or time commitments. If you wish to stop lessons, you must give 2 weeks notice. If you find yourself in a time of hardship, please contact our office to inquire about our temporary hardship tuition discounts. If you must stop lessons because of injury or mid-year vacations, we are not able to hold your spot and you must reenroll when you are ready to resume lessons.

Summer Flex Plan – Because of summer schedules, PMA follows a 'Flex Plan' during the summer months. Sign up for 6 or more lessons and schedule them with your instructor during the weeks you are available. Lessons need not occur at the same day or time. Students who take during the summer months are given priority placement in the Fall.

Flex Lessons (for adults and students 16 years and up)– Older students are eligible for our Flex Lesson program. Purchase 4, 30 min. lessons at a time and schedule them at your leisure. No weekly schedule is required. Limited space is available for this option. Flex Lessons are not eligible for tuition discounts. Please indicate you wish to have Flex lesson when you register.