



STUDIO POLICIES

Welcome to the *Silbern timer Music Academy*!

The ***Silbern timer Music Academy*** offers outstanding private guitar, piano and ukulele lessons to students starting at age seven. All skill levels, from beginner to advanced, are welcome.

Please review this "Studio Policy" as it sets out the rules that our studio has established to enable things to run smoothly.

While we understand that unexpected events may arise that necessitate an exception to these rules, we reserve the right to determine when to grant any such exception.

WEEKLY PRIVATE LESSONS

- Private lessons occur on the same time and day each week. Invoicing for tuition occurs at the end of each month for the number of lessons in the upcoming month. Payment is due prior to the first lesson of the month.
- Private lesson tuition is \$40 for 30 minutes, \$60 for 45 minutes and \$80 for one hour.
- There is no commitment beyond the monthly timeframe. However, we assume that lessons are ongoing until we receive notification to the contrary.
- Students are expected to attend their lessons every week at their scheduled day and time. (See "Attendance Policy" section)
- Specific times are set aside for each student. ***A student who does not attend a lesson will simply miss the benefit of that lesson. The Silbern timer Music Academy does not offer makeup lessons.***
- Credits issued for missed lessons are at the sole discretion of the ***Silbern timer Music Academy***.
- ***There are a maximum of six missed lesson credits allowed per calendar year.***
- If you need to change your regular recurring lesson time, we will be happy to change it to another available time slot.



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TUITION & PAYMENT

- Invoicing for tuition will occur at the end of each month for the number of lessons in the upcoming month.
- Payment is due on or before the first lesson of the month.
- Payments are non-refundable.
- Current acceptable payment methods are cash, charge card or check payable to the ***Silbernik Music Academy***.

ATTENDANCE

We expect each student to attend his or her scheduled lessons.

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 available in which to schedule students.

Unlike “durable goods” that can be returned to the merchant and then resold for the original price, we are unable to do anything else with a time slot once we have reserved it.

Our missed lesson policies are as follows:

- There are no refunds for missed lessons.
- There are no makeup lessons for missed lessons.
- ***A maximum of six credited missed lessons are allowed per calendar year (excluding lessons missed due to illness or emergencies).***
- Credits for missed lessons are at the sole discretion of the ***Silbernik Music Academy***.
- No credits will be issued for cancellations occurring with less than 24 hour's notice. (except emergencies and illness)



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- Credits are applied to the upcoming month's invoice.
- Lesson times cannot be extended due to late arrival.

Exceptions to these attendance policies are at the sole discretion of the ***Silbern Music Academy***. (See the "Cancellations", "Teacher Absences" and "Holiday Closings" sections of this document.)

CANCELLATIONS

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

- There are no refunds or makeup lessons for cancelled or missed lessons.
- If you do need to cancel a lesson, please give us as much advance notice as possible. (Cancellations received with less than 24 hours notice are not eligible for credits.)
- There are a maximum of six missed lesson credits allowed per calendar year. (See "Attendance Policy" section.)
- Approved credits (see "Attendance Policy section") for missed lessons will be applied to the upcoming month's invoice.
- Previous comments notwithstanding, we expect that students will attend their lessons at their scheduled times.

ILLNESS

- ***STUDENTS WHO ARE ILL SHOULD NOT ATTEND LESSONS!***
- Please do not attend your lesson if you or anyone in your household is sick, has any cold/flu/gastro symptoms or has received a positive Covid test result in the last 7 days.
- 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 credit to your account will be issued.



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- ***Students arriving to their lesson who appear to be ill will be sent home!***

EXTENDED TIME OFF

If you must miss lessons for more than three consecutive weeks, but wish to continue as a student, you may choose from the following options:

1. Discontinue lessons, and then re-enroll upon your return. If you choose this option, re-enrollment is subject to availability. Your preferred time/day will not be reserved for you.
2. Reserve your lesson time by continuing to pay monthly tuition.

TEACHER ABSENCES

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

In the event of such cancellations, we will inform you as soon as possible and issue a credit to your account.

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 students of such closing.

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

The policies in this document are subject to change at any time. Current policies are posted on our website located at <https://silbernikmusicacademy.com/policies.asp>