

## Music Lessons Program at DC Music Store

Music Lessons at DC Music Store are paid per month with one half hour lesson per week paid monthly in advance. Some months (1 out of 3) will have 4 lessons and others 5 but we charge a flat rate for each month paid prior to the lessons. We prefer setting up an auto-pay on a credit card or an automatic bank withdrawal like a water bill from your bank as payment. If you start mid-month you will just need to pay the portion of weeks left in that month. You will be given a weekly appointment time for each lesson. We suggest you be at the store a minimum of 5 - 10 minutes early to provide time to check in at the counter. This will also allow time to prepare for the lesson so that you do not miss any time. If you cannot make a lesson, we do not offer a makeup lesson as the instructor already has you booked for that time slot. Single lessons may be purchased for \$20 each. If you are signed up for monthly lessons you will pay only \$20 for extra lessons. If you miss the first lesson of the month on an ongoing lesson program you would still be responsible for the entire month payment as we have held your spot for you and the instructor has had to be idle and unpaid otherwise. For us to keep good instructors we have to provide them a constant and fair pay. Skipping lessons etc. degrades an instructors pay and ultimately the quality of teacher we can provide for you. This also will not make music lessons very successful for you. We encourage you to make music lessons a priority in your schedule.

### Payment:

Payment is due via auto-pay on a credit card or an automatic bank withdrawal like a water bill from your bank as payment and we will set it up to come out on the 1<sup>st</sup> day of the month. Some banks or credit card companies may pull that payment out a day or two later or earlier and of course weekends and holidays will affect the exact day also. If you need to pay with cash or check, those forms of payment need to be made on the lesson of the week prior to the month you are paying for to secure your spot for the coming month. This ensures us you will be here for lessons that month. Otherwise we need to open that spot up on the instructors schedule for another student. We cannot give lessons if you do not have the money for them that week. We also cannot take a partial payment on a month if you miss the first lesson because the instructor was there for you and that spot was reserved for you already regardless if you attended the class or not.

### FAQ:

#### Can I make up a lesson that I miss?

No. We've tried that in the past but music lessons then become less important than anything else. (Going to a game, movie, out with friends etc. etc.) For music lessons to work for you or your student they must be a priority. Just like a sports game, practice, dance/karate class if you miss them they are not made up. We will have an instructor set to teach you specifically on that day and time which will be held for you. If you miss the lesson or if you call in advance we cannot make up that session. Again, for us to keep good instructors to teach you we must provide them an honest and fair payment method. Asking instructors to do make-up lessons for free will not work or allow us to keep good instructors in our teaching studios. In the past we've lost good instructors over this issue and instructors are too important to lose over students who can't make it to classes consistently. If an instructor cannot make it to your class we will provide you a makeup lesson or substitute instructor. If the store closes for bad weather (This very rarely happens. Probably once in the last few years) we will provide you a free makeup lesson. If a major holiday is on your lesson day (see holidays we are closed for below) we will provide a makeup lesson for you.

If you or your student joins a new activity that conflicts with the day your lesson is we may be able to move your lesson to a new day and time or instructor but that would need to be a change that would be in place for the full month. We cannot move lessons around weekly or per week as that plays havoc in scheduling for our instructors. Make music lessons a priority not the least important thing as that will reflect greatly in how successful these lessons will be for you.

#### What methods of payment are accepted?

Payment methods include: Cash, Check, and most major Credit Cards as well as automatic bank withdrawal. We prefer an auto pay on a credit card or bank account. See above payment section.

#### What holidays are DC Music closed for?

New Year's day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving & Christmas. If your lessons fall on that day we encourage you to speak with our staff about re-scheduling a lesson.

Our instructors teach music for a living and we strive to keep them with a consistent schedule. Please help us as we believe we have the very best instructors available.

We greatly appreciate your business at DC Music Store and as always will be doing all we can to have the highest standard of music education for you and/or your students. Music requires time and patience to learn, we ask that you do everything possible to be available for these lessons. Also, please try to set aside time to practice the material each week. Music is a lifetime of fun that we are confident you or your student will enjoy.

### Signup for automatic payment withdraw & Policy Acknowledgement

**Policy Acknowledgement:**

I have read and understand DC Music Store’s Music Lesson Program policies.

Acknowledged by: \_\_\_\_\_ Signed by: \_\_\_\_\_

**Automatic payment signup:**

Payment is due via auto-pay on a credit card or an automatic bank withdrawal like a water bill from your bank as payment and we will set it up to come out on the 1<sup>st</sup> day of the month. Some banks or credit card companies may pull that out a day or two later or earlier and of course weekends and holidays will affect the exact day also. If you need to pay with cash or check, those forms of payment need to be made on the lesson of the week prior to the month you are paying for to secure your spot for the coming month. This ensures us you will be here for lessons that month. Otherwise we need to open that spot up on the instructors schedule for another student. We cannot give lessons if you do not have the money for them that week. We also cannot take a partial payment on a month if you miss the first lesson because the instructor was there for you and that spot was reserved for you already regardless if you attended the class or not.

Parent or Adult Student’s Name: \_\_\_\_\_ Date: \_\_\_\_\_

Child’s Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
(If Applicable)

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Credit Card Auto-Pay Enrollment:**

Card # \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / Expires: \_\_\_\_\_ / \_\_\_\_\_ CVS# \_\_\_\_\_

**Bank Account Auto-Pay Enrollment:**

Bank Name: \_\_\_\_\_

Account # \_\_\_\_\_ Routing # \_\_\_\_\_

For disenrollment from an auto-payment method we will need you to call or come into the store to notify us at least 10 days prior to the 1<sup>st</sup> of the month so that we will have enough to time to cancel the upcoming payment.

I authorize DC Music Store to charge my bank account or credit card (selected above) for music lesson payments. These will be paid approximately on the 1<sup>st</sup> of each month though I understand that due to weekends, holidays or bank / credit card companies this may float 1 – 4 days one way or another. Nothing else will be charged without my consent. I agree to pay \$15 should my charge come up non-sufficient funds or closed/canceled account.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_