

Last Name (all caps):

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Opus Music Studio Policies

Opus Music's Lesson Policy is hereby set in order that the student gains the maximum benefit from their lessons and to ensure efficient operation of the studio. When you have read and understood this contract completely, please sign and date this document.

How to Schedule Lessons

Lessons are scheduled on a presumed weekly basis. If at the time of payment, the student/parent is aware of days that they can absolutely not come to lessons, Opus Music will allow for one (1) lesson per five (5) week series to be marked absent and extended. After the schedule is set, we will not extend the lesson series and renewal date any further for reasons initiated by the student (see Make-Up Policy, pg. 2).

For students with unpredictable schedules, we have packages available for non-consecutive lessons. With this option, students can call up to a day in advance of a preferred date of the lesson to check on your teacher's availability. These lessons are only available based on teacher and studio availability. Therefore, specific times cannot be reserved for these lessons on any regular basis.

How to Pay for Lessons

Students of Opus Music must be current with payment prior to lessons being scheduled. If the student does not renew in a timely manner, the lesson will not be placed in the schedule.

We are able to accept payments at the front desk, by phone, by mail and through online bill pay. Lesson dues can be paid by cash, check, credit card (Visa, MasterCard, American Express, Discover Card) and PayPal.

How to Cancel Lessons

Cancellation of lessons must be made with the appointments desk at Opus Music no later than 7pm the day before your regularly scheduled lesson. We require written notification of your cancellation either by email, or by filling out a very simple rescheduling request form at the appointments desk.

- If you call the morning of the day of lesson being cancelled, we are forced to pull from your lesson credits to pay your teacher for their time.
- Your teacher is not responsible for informing the office of any cancellations.
- For student no-shows, we will be forced to pull from your lesson credits to pay your teacher for their time.

Opus Music Studio Policies

Make-up Lessons

- Make-up lessons are considered “extra” lessons from the regularly scheduled lessons.
- Cancelled lessons initiated by the students will not be credited towards the next series of lessons. The lesson series will not be extended, nor will tuition renewal be delayed.
- Make-up lessons are void if arrangements are not made within 30-days of the cancellation.
- Make-up lessons are void if student is not current with enrollment. Students who are not enrolled for regular lessons are not obligated make-up lessons.
- For supplemental classes (theory/ensemble/band/choir), there are no make-ups or lesson credits for missed classes.
 - Missed lessons will ONLY be credited towards the next series of lessons if the cancelled lesson is initiated by the teacher or by Opus Music **AND** a substitute is not scheduled. Refusal of a substitute is not grounds for lesson credit.

Substitutions

Opus Music instructors reserve the right to have substitutes come teach lessons on their behalf and sometimes without prior notice.

By signing this document, you are stating that you understand and are in full agreement of all of the above studio policies; thereby making you eligible for lessons at Opus Music.

Printed Name: _____

Student/Guardian Signature: _____

Date: ____/____/____