

Enrollment Policies

Billing

- To enroll, debit/credit card information must be provided at the time of enrollment.
- New families incur a one-time registration fee of \$25.
- Tuition is automatically billed to a debit/credit card **on the first** of every month of enrollment.
- Tuition payment amounts depend on which program the student is currently enrolled in.
- Tuition pays for 4 classes each month of enrollment.
- We do not issue cash refunds for lessons.
- If you reach 4 excused absences, you may request a 1-month billing adjustment to the billing department through the school registrar. (see "Cancellations")

Scheduling

- Lessons are once a week with the same instructor.
 - If there are 5 occurrences of the student's lesson day in a month, the 5th week's class may be used as a Make-Up Class.
- Time will not be made up for students who arrive late for their lesson.

Cancellations

- Our studio allows **one excused student cancellation per month**.
 - A cancellation is considered excused when the instructor or registrar receives notice of absence 24+ hours prior to the lesson.
 - Instructor cancellations do not count towards the one excused cancellation.
- Instructor cancellations are always eligible for a Make-Up Class.
- No-Show Classes are not eligible for a Make-Up Class and will be forfeited. A No-Show Class is a cancellation on the day of the class with or without notice.
 - Exception: Same-day cancellations with notice due to illness or extenuating circumstance are always eligible for a Make-Up Class.

Make-Up Classes

- Only excused cancellations are eligible for a Make-Up Class.
- Make-Up Classes expire 3 months from the date of the missed class. Expired Make-Up Classes are forfeited.
- Make-Up Classes are scheduled directly with instructors.
- If the student No-Shows to a Make-Up Class, the lesson is forfeited and is no longer eligible for a Make-Up Class.
- If there are 5 occurrences of the student's lesson day in a month, the 5th-Week Class may be used as a Make-Up Class.

Withdrawing

- A 30-day in-advance written notice is required to discontinue lessons. Notify the registrar that you wish to withdraw by calling us at (281) 778-2378 or via email at rockinrobinmusiclessons@gmail.com.
- All outstanding classes that fall within the 30-day period after receipt of withdrawal will be billed to the account.
 - 5th-Week Classes are billed to the account during student withdrawal periods.
- Upon withdrawal, if lessons are unable to be completed, they can be placed on hold for up to one year, transferred to a family member, or given as a gift in the form of a gift certificate.

We appreciate your business! If you have any questions, please contact us at (281) 778 - 2378.

www.RockinRobinMusicLessons.com

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