



Policies

Lesson Preparation

1. Students must come prepared for each lesson. This includes having all materials (books, pencils, recorders, etc.) with you for each lesson and having a positive attitude.
2. Please arrive on time to all lessons.
3. First time students should practice daily between 15 and 30 minutes. Advanced students should practice daily between 30 minutes and one hour, at minimum.
4. All students must own or have regular access to a piano or keyboard.
5. Parents play an integral role in the student's growth in piano. Parents are encouraged to facilitate a consistent practice schedule and review material with their child at the piano at least once a week.

Communication Methods

1. Turn2Music LLC uses e-mail primarily to communicate with students. Other methods such as phone calls and text messages will be used to communicate individual student information such as lesson cancellations, inclement weather notifications, and lesson reminders. It is the responsibility of the student and parent/guardian to regularly check e-mail, phone, and text communications from T2M.
2. Social media platforms such as Twitter will be used to communicate general business information and fun music content.

Fees

1. Monthly lesson fees must be received by the 1st of each month.

An annual \$35 registration fee is required at the time of the first regular lesson after completing the trial lesson. The registration fee covers books and other lesson materials for the year. In subsequent years, the registration fee will be included in the January

invoice. For example, if a student started their first lesson on April 15, 2017, the next annual registration fee would be due January 1, 2018.

2. A monthly mileage fee will be applied to students who reside outside of Fairfax County, the City of Alexandria, and Arlington County. The fee is based on the standard mileage rate proposed by the Internal Revenue Service. The 2018 rate is 54.5 cents per mile.

3. Fees must be paid by the 1st of every month. If a student registers after the 1st of the month, the monthly fee will be prorated.

4. All fees are non-refundable.

5. Acceptable payment methods are Visa, MasterCard, Amex, Discover, PayPal, or personal check.

6. All unsuccessful payments will be subject to an additional \$10 fee.

7. Monthly payments may be reduced due to planned vacations only if notice is given at least one month prior to the vacation.

Cancellations, Make Up Lessons, Termination

1. All lesson cancellations must be received in writing via e-mail at **info@turn2music.com** at least 24 hours prior to the scheduled lesson. Cancellation e-mails received at least 24 hours prior to the scheduled lesson will be eligible for a make up lesson. Cancellation e-mails received less than 24 hours prior to the scheduled lesson will not be eligible for make up, with the exception of unforeseen emergencies.

2. Eligible make up lessons may be scheduled within 90 days of the cancelled lesson, when available, at no additional charge. After 90 days, make up lessons will be priced at the standard rate.

3. If for any reason you decide to terminate your lessons with T2M, a written, two-weeks notice must be received via e-mail in order to be refunded for pre-paid lessons. Otherwise, lesson fees will not be refunded.

Holidays and Closures

1. All lessons will be suspended on the following holidays: New Year's Eve, New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veterans Day, Thanksgiving, the Friday after Thanksgiving, Christmas

Eve, Christmas Day. Exceptions can be made at the discretion of T2M staff and based on scheduling needs.

Inclement Weather

1. In the event of inclement weather on the day of a scheduled lesson, students/parents will receive a cancellation e-mail, text, and/or voice mail notification from Turn2Music staff by 12pm on weekdays and by 9am on weekends. Inclement weather notifications can also be found on the Turn2Music home page and/or social media pages.

Photo & Video Release

1. Turn2Music LLC is hereby granted permission to take photographs and videos of students for promotional materials such as flyers, newsletters, web sites, social media, etc.

2. Permission is hereby granted for Turn2Music LLC to copyright such photographs and videos in its name.

Any questions regarding the policies can be submitted to info@turn2music.com.

By signing below, the parent and/or student agrees to adhere to the terms established in the aforementioned policies.

Student Signature: _____ **Date:** _____

Parent Signature: _____ **Date:** _____

T2M CEO Signature: _____ **Date:** _____