

POLICIES AND PROCEDURES

CANCELLATION & RESCHEDULE POLICY: Private Lessons: 24-hour notice of an absence is required to accommodate a private make-up lesson. SATURDAY Students must call the Front Desk voicemail or send the Front Desk a text or email notification by 7:00pm Friday.

“Early Cancelled” Lessons: Lessons cancelled with 24-hour notice are eligible for a Private Make-Up Lessons and expire (90) days from date cancelled (or scheduled during a holiday). It is the student's responsibility to schedule any make-up lessons accrued before the expiration date. Private Make-Up Lessons and are not guaranteed on the same day, time frame, or with the same Coach as the student's weekly lesson. Fulfillment of lessons purchased are the responsibility of the student. We do not give refunds for unused or expired private lessons.

“Missed or Late Cancelled” Lessons: For Missed or Late Cancelled lessons, a brief instructional video from the student's Coach with a review and a practice assignment for the next scheduled lesson will be sent by the Front Desk.

MONTHLY TUITION: For Credit Card payments, monthly tuition is automatically debited from the student's account each month on the 1st and shall continue unless or until the student has cancelled their membership in accordance with the terms of our policies. For Check and Cash payments, full payment for the month is due the week prior to each month (e.g. July tuition is due the last week of June), or the lessons are subject to cancellation. NSF transactions are immediately subject to the collections process and an automatic fee of \$30 will be due in addition to tuition before any private lessons can resume. Monthly tuition is non-refundable.

CANCELLATION or CHANGE TERMS: We have a 30-day cancellation notice policy. A notice to cancel lessons must be submitted in writing to the Front Desk Staff (30) days prior to the anticipated final lesson. The (30) days starts from the date the cancellation notice is received by the owners or studio management, and any additional lessons beyond the current month will be pro-rated and charged at that time based on current monthly pricing. For students paying by cash or check, the pro-rated amount is due at the next lesson or the remaining paid lessons for the current month will be forfeited. If at any time the student returns, private lesson fees are subject to change without notice.

HOLIDAYS: Currently the JOHN HENNY MUSIC ACADEMY will be closed on the following holidays: Martin Luther King Jr. Day, President's Day, Memorial Day, 4th of July, Labor Day, Halloween, Thanksgiving, Thanksgiving Friday, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day and (2) Annual Studio Vacation periods: A Coach Summer Break around the 4th of July and A Coach Holiday Break around Christmas & New Years Day (with dates TBD each year) based on where the actual Holidays occur. Students will be charged full tuition each month of the year and lessons that fall on a Holiday or accrued during a “coach break”, will be made up either in advance or within 90 days of the Holiday occurrence.

TARDINESS: Lesson minutes lost due to tardiness are not applied to the next lesson and are not subject to pro-ration. Please be on time.

LESSON RECORDINGS: We strongly encourage students to record their lessons to practice with at home. It is the student's responsibility to bring a recording device or a flash drive to their lessons. We recommend that students bring their own recording device (smart phone, digital or tape recorder, etc.), as this is the best way to guarantee you will get a recording of your lesson.

SUBSTITUTE INSTRUCTOR: A substitute instructor will be provided without notice in the event the assigned instructor is unavailable and rescheduling the lesson is not possible or preferred.

STUDIO ETIQUETTE: We would greatly appreciate that Family members or friends of students who are at the Music Academy (while the student is in the lesson) remain seated with a quiet activity while they wait in the studio during the lesson or the Front Desk will kindly ask them to wait outside.

FACILITIES: Access to the Private Teaching Rooms, the Stage Room and the Recording Studio is by Coach Permission ONLY. The Primary Guardian of the student, will be liable for any damage to equipment in these rooms caused by the student, family members or friends of the student if the are in these rooms without permission from the JHMA Staff.

PERSONAL INJURY RELEASE: By signing the agreement on the registration form, the student waives the right to any legal actions for an injury sustained on studio property resulting from class/lesson activity or any other activity conducted by students before, during or after class/lesson time.

EXTREME WEATHER OR UNEXPECTED INTERRUPTION OF CLASSES: If lessons/classes are canceled due to extreme weather or events beyond our control (e.g. power outages), missed lessons will be rescheduled at the earliest convenient opportunity for the student and the studio. No refunds for lessons/classes missed due to these reasons will be given.

POLICY CHANGES: JOHN HENNY MUSIC ACADEMY policies and procedures are subject to change without advance notice. Please visit our website for updated and current policies and procedures.