



Dear Students and Parents,

Thank you for supporting Marchwood Music! Please review the following policies and feel free to contact me with any questions.

Weekly Lesson Commitments - All students are encouraged to take weekly lessons in order to achieve greater success with their musical development. Students taking private lessons or weekly group classes have a consistent weekly time reserved for them.

Tuition – Tuition is paid on a monthly cycle and is due on the first day of the month. Rates for tuition will be depend on the instructor and which program the student is enrolled in. We are set up on an automatic payments that you can pay through an invoice you will receive through your email. Cash or checks made payable to Marchwood Music are accepted. Please place them in an envelope in the gray payment box on the side of the front desk. If paying with cash, please write the students name on the envelope. If you begin taking lessons during the middle of the month, your first month will be prorated on a percentage for the remaining lessons in that month.

Cancellation Policy

We understand that things come up in our schedules where there might be a need for a student or teacher to cancel their lesson. In the event that a student needs to cancel his/her lesson, a 24 hour notice is required to be eligible for one of our makeup options. We request as much notice as possible. Each student will be eligible for 1 private or semi-private make-up lesson per quarter.

Q1: January-March
Q2: April-June,
Q3: July-September
Q4: October-December

***** The makeup options are for the current quarter and do not get credited to the next quarter if they are not used. *****

What if the student is sick? If a student is sick and cannot attend their lesson, please cancel using the QR Code or link below. If the student has already had a lesson cancellation in that current quarter, they are eligible to use a group makeup class option. If it is their first cancellation during that quarter, they are eligible for their 1 make-up lesson allotted per quarter.

What if the student is on an extended vacation? If a student is going to be on an extended planned absence they can either schedule 1 private lesson and take makeup classes as a substitute.

What if the student needs to take a month off? If a student is in need of taking a break and would like to keep their original time slot, arrangements can be made with the studio and teachers to accommodate for that month while the student maintains their reservation for their original day and time for their lesson when they return. If the student would rather not commit to attending any lessons during that time, we will discontinue the invoicing and that time slot will become an available option for another student.

Please do not text your teacher as your cancellation process.

All lesson cancellations must be made through our website using the following link or QR Code:

https://marchwoodmusic.com/lesson_cancellation/





Makeup Lessons (Private & Semi-Private)

There will be the option to schedule a makeup private or semi-private lesson for the following conditions. The student's lesson occurs on a day that is a National Holiday and the studio is closed. Private lessons will also be rescheduled should an instructor need to cancel the scheduled lesson. Students are permitted 1 makeup per quarter provided that they give a 24-hour notification.

Makeup lessons for student cancellations will be based on availability of student and his or her instructor. If you are eligible for a makeup lesson, please send an email to: info@marchwoodmusic.com to schedule a makeup lesson. There is also the option to register for a makeup group class at the following link: https://marchwoodmusic.com/lesson_cancellation/

Private and Semi-Private Makeup lessons will be based on the availability of the student, teacher and the studio schedule. We will do our best to accommodate. The 24-hour notification helps us offer options to other students requesting a makeup lesson.

Our makeup classes can also be accessed using the link above or the QR Code on the other page.

If there is a circumstance where an instructor needs to cancel a lesson and we cannot reschedule a convenient makeup time, the student will be reimbursed for the studio cancellation.

2024 Holiday Calendar when Marchwood Music will be closed

New Year's Day – Jan 1, 2024
Memorial Day – May 27, 2024
Independence Day - July 4, 2024
Labor Day - Sept. 2, 2024
Thanksgiving Day - Nov. 28, 2024

**We will be closed for lessons the week between Christmas Eve and New Year's Day.
Lessons and classes will resume on January 2, 2024**

During the months of November and December, we will be offering many workshop options throughout to be counted as a substitute for the week that we are closed between Christmas and New Year's Day.

Lesson Termination – If you would like to discontinue taking lessons or classes, please submit the form at the bottom of the lesson cancellation page. The QR Code on the previous page is the same link.

Please note that if you let us know on or after the 16th day of the month, you are required to pay the tuition for the following month of lessons. Students will still be able to take all of the lessons that were paid for.

ALL LESSON TERMINATIONS MUST BE SUBMITTED THROUGH THE FORM ON OUR CANCELLATION PAGE

Again, thank you very much for giving Marchwood Music the opportunity to participate in your development as a musician.

Sincerely,
Rick Snow

I have read and agree to these policies:

Name

Date