



STUDIO POLICY GUIDE

Exton, Pennsylvania • 610-405-6672 • marchwoodmusic.com

Effective July 1, 2026

Dear Students and Parents,

Thank you for choosing Marchwood Music. We are honored to be part of your musical journey. This guide outlines our studio policies so that every student and family knows what to expect, how to communicate with us, and how to get the most out of their lessons. Please read this document carefully and feel free to contact us at any time with questions.

All students and parents are asked to review and sign the registration agreement, which confirms that you have read and agree to these policies.

1. Enrollment & Registration

Weekly Lesson Commitment

All students are encouraged to attend weekly lessons in order to achieve the greatest success in their musical development. When you enroll, a consistent weekly time slot is reserved specifically for you.

Registration Fee

A one-time registration fee of \$25.00 is required for all new students at the time of enrollment.

Registration Fee Waiver

If a student registers and enrolls on the same day as their trial lesson, the \$25.00 registration fee will be waived. This offer applies only when registration is completed on the day of the trial — no exceptions.

2. Tuition & Billing

Monthly Tuition

Tuition is billed on a monthly cycle and is due on the first day of each month. Your rate will depend on the instructor and the program you are enrolled in. Once registered, students are invoiced automatically through the email address provided on the registration form.



Payment Methods

The following payment methods are accepted:

- Automatic payment via credit or debit card stored securely in My Music Staff (MMS) — our preferred and recommended method
- Cash or check made payable to Marchwood Music — place in a sealed envelope in the gray payment box at the front desk. Please write the student's name clearly on the envelope.

Prorated First Month

If you begin lessons during the middle of the month, your first invoice will be prorated based on the number of remaining lessons in that calendar month. Starting the following month, you will be invoiced at the full monthly rate.

Proration Formula

Monthly rate ÷ 4 lessons = per-lesson rate. Per-lesson rate × remaining lessons in the month = your first invoice. Example: \$120/month ÷ 4 = \$30/lesson. If 2 lessons remain: 2 × \$30 = \$60 first invoice.

Late Payment Policy

Tuition not received by the 5th of the month will incur a \$25.00 late fee per student. This policy is enforced without exception. We strongly encourage all families to store a payment card in MMS for automatic billing to avoid late fees.

Declined Payments

If an automatic payment is declined, our Admin will contact you promptly to notify you and provide instructions for updating your payment method in MMS. Families who update their payment information and complete payment before the 5th of the month will not be charged a late fee. Payments not resolved by the 5th will incur the standard \$25.00 late fee.

3. Lesson Cancellation Policy

Student Cancellations

We understand that schedules change. If you need to cancel a lesson, please follow the process below. Proper notice is required to be eligible for a makeup lesson.

How to Cancel a Lesson

All lesson cancellations must be submitted through My Music Staff (MMS). Students and parents can log in to the MMS app or website to cancel an upcoming lesson. Please do not contact your teacher directly to cancel — all cancellations must go through MMS so they are properly recorded.



Notice requirements:

- 24 hours or more notice — student is eligible for a makeup credit (subject to quarterly limits below)
- Less than 24 hours' notice — lesson is marked absent and no makeup credit is issued
- Illness exception — if a student is sick and cancels with less than 24 hours' notice, a makeup credit may be issued at the Admin's discretion. Please notify us as early as possible.

Please do not text your teacher as your cancellation method. All cancellations must be processed through MMS.

Teacher Cancellations

If your teacher needs to cancel a lesson, you will be notified by our Admin as soon as possible. Our first priority is to find a qualified substitute teacher for your scheduled time so your lesson can still take place. If no substitute is available, your lesson will be rescheduled and you will receive a makeup credit automatically. If we are unable to reschedule at a convenient time, you will receive a reimbursement for that lesson.

No-Show Policy

If a student misses a lesson without any prior notice, the lesson is forfeited and no makeup credit is issued. If a student has repeated no-shows, the teacher will notify the Admin, who will follow up with the student or parent directly. Continued no-shows without communication may result in the student's time slot being released and the formal lesson termination process being initiated. Please see Section 5 for termination details.

4. Makeup Lessons

Annual Makeup Credit Allowance

Each student is eligible for the following makeup credits per year:

- 4 makeup credits during the school year (September through June)
- 2 makeup credits during the summer (July and August)
- Maximum of 6 makeup credits per calendar year

Important — Makeup Credit Limits in MMS

My Music Staff is configured to allow a maximum of 4 makeup credits held at one time. Makeup credits expire 60 days after they are issued. Credits that are not used within 60 days are forfeited and do not roll over. Plan ahead to make sure your credits are used within the window.



How to Schedule a Makeup Lesson

Eligible students can schedule makeup lessons directly through My Music Staff using the following guidelines:

- Makeup lessons with your regularly assigned teacher can be self-scheduled through the MMS app or website
- Makeup lessons may also be taken with a different qualified teacher — this requires contacting the Admin directly, as cross-teacher scheduling is a manual process in MMS
- Makeup lessons must be scheduled no more than 14 days in advance to ensure attendance. Lessons scheduled too far out are frequently forgotten — this window keeps things manageable for everyone.
- Makeup availability is based on teacher and studio schedule — we will do our best to accommodate your preferred time

When Makeup Credits Are Issued

Situation	Makeup Credit?
Student cancels 24+ hours in advance via MMS	Yes — credit issued automatically
Student cancels less than 24 hours in advance	No — lesson marked absent
Student cancels same day due to illness	At Admin's discretion — contact us
Student no-shows without contact	No — lesson forfeited
Teacher cancels for any reason	Yes — always issued automatically
Studio closed for holiday	Yes — always issued automatically

Extended Vacation

If a student will be away for an extended planned period, they may use one of their allotted makeup credits to schedule a private makeup lesson before or after the absence. Group makeup class options may also be available — contact the Admin for current offerings.

Month Off / Temporary Hold

If a student needs to take a full month off and wishes to keep their regular lesson time slot, arrangements can be made with the studio and teacher. The student's tuition continues as normal during a hold month. In return, we will do our best to schedule makeup lessons before the student leaves and/or upon their return.



If a student prefers not to pay tuition during their time away, we will pause invoicing for that period. Please be aware that in this case the lesson time slot will become available to other students and cannot be guaranteed upon return.

5. Lesson Termination

30-Day Written Notice Requirement

Effective July 1, 2026, all students are required to provide a minimum of 30 days written notice when discontinuing lessons. This policy applies to all students enrolled on or after July 1, 2026.

How to Submit a Termination Notice

Contact our Admin directly by phone or text to notify us that you would like to discontinue lessons. Do not contact your teacher directly — all termination requests must go through the Admin. You will receive a written confirmation email within 24 hours confirming your final lesson date and any remaining balance.

How the 30-Day Period Works

The 30-day notice period begins on the date your request is officially logged by the Admin in our system. That logged date is the start of your notice period and determines your final lesson date.

- You are responsible for tuition for all 30 days of the notice period, regardless of attendance
- Your final lesson date is the last scheduled lesson on or before the 30th day of your notice period
- Any unused makeup credits must be used on or before your final lesson date and do not carry over after termination
- You will receive a written confirmation email with all details including your final lesson date and final invoice amount

Grandfathered Students

Students enrolled prior to July 1, 2026 will transition to the 30-day policy on September 1, 2026. Through August 31, 2026, the previous policy applies: notify us by the 15th of the month and you will not be invoiced for the following month.

Final Invoice

Your final invoice will reflect the lessons within your 30-day notice window. If your notice period extends into a new billing month, you will be invoiced for the prorated portion of that month only. The same proration formula used for enrollment applies here.



6. Studio Closures & Holidays

Marchwood Music observes the following holidays each year. No lessons are held on these dates and makeup credits are issued automatically for any lesson that falls on a closure day:

- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- The week between Christmas Eve and New Year's Day — the studio reopens on January 2nd

Holiday Workshops — November & December

During the months of November and December, Marchwood Music offers workshop options that can serve as a substitute for the week we are closed between Christmas and New Year's Day. Details about available workshops will be shared with all families in advance.

Specific closure dates for holidays that fall on variable days (Memorial Day, Labor Day, Thanksgiving) will be communicated to all families by email at the beginning of each year.

7. Frequently Asked Questions

Question	Answer
How do I cancel a lesson?	Log in to My Music Staff (MMS) and cancel from your student portal. Please do not text your teacher. Cancellations must be submitted through MMS to be valid.
How much notice do I need to cancel?	24 hours or more to receive a makeup credit. Less than 24 hours will result in the lesson being marked absent with no makeup credit issued.
What if my child is sick and I can't give 24 hours notice?	Cancel through MMS as soon as possible and contact the Admin. Makeup credits may be issued at the Admin's discretion for illness-related late cancellations.
How many makeup lessons can I get?	Up to 4 makeup credits during the school year (Sept–June) and 2 during summer (July–Aug), for a maximum of 6 per year. MMS allows a maximum of 4 credits held at one time.



When do makeup credits expire?	Makeup credits expire 60 days after they are issued. Unused credits are forfeited and do not roll over to the next period.
Can I take a makeup lesson with a different teacher?	Yes. Contact the Admin to arrange a cross-teacher makeup lesson. Students can only self-schedule with their assigned teacher in MMS.
How far in advance can I schedule a makeup?	Makeup lessons can be scheduled up to 14 days in advance. This window is intentional to reduce no-shows on makeup bookings.
What happens if my teacher cancels?	We will first try to provide a substitute teacher at the same time. If that's not possible, your lesson will be rescheduled and a makeup credit issued. If we can't reschedule conveniently, you will be reimbursed.
When is tuition due?	The 1st of each month. A \$25.00 late fee applies if payment is not received by the 5th. Storing a card in MMS for automatic billing is strongly recommended.
What if my credit card is declined?	The Admin will contact you promptly with instructions to update your payment method in MMS. Updating and paying before the 5th avoids the late fee.
Is there a registration fee?	Yes — a one-time \$25.00 registration fee for new students. This fee is waived if you register on the same day as your trial lesson.
How do I take a month off and keep my time slot?	Contact the Admin. Tuition continues during the hold and we will schedule makeup lessons before you leave and/or when you return. If you prefer not to pay during the break, your slot will be released.
How do I discontinue lessons?	Contact the Admin by phone or text. A minimum of 30 days written notice is required (effective July 1, 2026). You will receive a written confirmation with your final lesson date and invoice within 24 hours.
What if I give less than 30 days notice to terminate?	You are still responsible for 30 days of tuition from the date your notice is logged. The policy applies regardless of when you stop attending lessons.
Can I get a refund when I terminate?	Tuition paid covers lessons within your 30-day notice period, which you are welcome and encouraged to attend. Unused makeup credits must be used before your final lesson date and are not refundable after termination.
What happens if the studio is closed on a holiday?	You receive a makeup credit automatically. No action is needed on your part.
Who do I contact if I have questions about my invoice?	Contact the Admin directly by phone, text, or email. Do not contact your teacher about billing matters.



8. Contact Information

For all administrative matters — scheduling, cancellations, billing, terminations, and general questions — please contact our Admin directly. Do not contact your teacher for administrative matters.

Studio Phone	610-405-6672
Email	info@marchwoodmusic.com
Website	marchwoodmusic.com
MMS Login	Log in at marchwoodmusic.com or via the My Music Staff app

Acknowledgement of Studio Policies

By signing below, you confirm that you have read, understood, and agree to the Marchwood Music Studio Policies as outlined in this document.

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Student's Name (Print)		Signature		Date
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Thank you for being part of the Marchwood Music family. We look forward to being part of your musical journey.

Rick Snow • Studio Director • Marchwood Music