

## Terms of Service

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**Lessons:** Lessons are 30 minutes per lesson, once per week. Additional lessons may be booked for an additional fee, as long as the calendar permits. All lessons are available per the lesson calendar and are scheduled on a “first-come, first-serve” basis.

**Calendar:** The lesson calendar outlines the lesson schedule for current and upcoming semesters. Regular lessons are scheduled in 30 minute blocks and are available Monday - Friday, 8am - 6pm. Payments are due on or before the first lesson date and will cover 4 weeks at a time. Booking your first lesson will create a recurring event for that specific day/time each week. If your scheduled lesson falls on one of our major holidays, we will use all due diligence in arranging/scheduling your make-up lesson. Our major holidays are New Years, July 4th, Labor Day, Thanksgiving, and Christmas.

**Payment:** Client agrees to pay Burgess Music Academy the monthly lesson rate of \$100 in exchange for services rendered. Payments are due on or before the first lesson date and will cover 4 weeks at a time. We highly recommend that payments be set up on automatic draft. If you decline automatic draft, all due payments will be requested before the scheduled lesson. Clients not on automatic draft will have no grace period and will forfeit their reserved time slot if payment is not received by the due date. Checks are not accepted. Cash or Card only.

**Late Payments:** It is important to notify us of any updates related to payment information on file. Payments 2 weeks in arrears will constitute a loss of reserved time slot. Students currently on the wait list will be notified of all updated availability.

**Cancellations:** Cancellations do not constitute a refund, however, we will use all due diligence in arranging/scheduling a make-up lesson. Make-up lessons are subject to availability and are scheduled on a “first-come, first-serve” basis. If after all due diligence by Burgess Music Academy, the lesson cannot be made up, no refund will be processed.

**Make-up Lessons:** Make-up lessons are available as the calendar permits during weekday business hours and will also be available virtually on every other Saturday between 9am and 11am.

**Drop-off/Pick-up:** It is highly encouraged that parents/guardians remain on premises during their child’s lesson times. We maintain a clean and comfortable waiting area for our students and parents.

**Missed Lessons:** Missed lessons cannot be rescheduled, made up, or refunded.

**Teacher Schedule:** If we are unable to attend a scheduled lesson due to illness, emergency, or other cause beyond our control, we will notify the client and offer to reschedule as a “Make-up Lesson”. If the student’s schedule does not allow for their lesson to be rescheduled, we will refund the client for that lesson on a pro rata basis.

**Practice:** It is highly recommended that students practice 15-30 minutes each day outside of their normal lesson time. Weekly practice instructions will be sent home with the student after each lesson.

**Learning Materials:** Parents are responsible for purchasing learning materials (books, instruments, etc) for their child. Students should also bring their books and practice folder to their lesson each week. All necessary learning materials are available for purchase in our waiting area.

**Student Name:** \_\_\_\_\_

**Parent Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Card on File:** YES NO

**Lesson Day/Time:** \_\_\_\_\_

**Parent Signature:** \_\_\_\_\_

**Teacher Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_