

LESSON POLICY

REVISION OCT 1ST, 2017



SCHEDULING BASICS

Students meet their teacher at The Music Space every week at the same time during their 30-minute or hour lesson time.

The student has a month-to-month commitment to The Music Space and the lesson time is held indefinitely after signing up. A month's notice is required for permanent cancellation.

It is the student's responsibility to arrive on time with the lesson material suggested by the teacher during the lesson.

All scheduling questions must be directed to [schedule@themusic.space.com](mailto:schedule@themusic.space) or 410-321-9060. Questions about lesson material should be directed to the student's teacher.



PAYMENT

The first three lessons can be paid on a per-lesson basis at the rate of \$30 per half-hour or \$60 per hour.

After the trial period, the student must enroll in a monthly auto-payment plan that will automatically deduct from a credit card on the first of each month at the rate of \$130 for half-hour lessons or \$260 for hour lessons.

An authorization form found at www.themusic.space.com/s/autopayform.pdf must be completed by the person paying for lessons to enroll in autopay. Forms are also available to complete at the reception desk of The Music Space.

All payment-related questions must be sent to pay@themusic.space.com



STUDENT AND TEACHER ABSENCES

If a student is unable to arrive for a lesson, a Reschedule Form (located online at www.themusic.space.com/sched) must be completed and submitted by 9 a.m. on the day of the normally scheduled lesson slot. After submitting this form, the student will be directed to select another lesson slot for the rescheduled lesson.

If notification is not provided by 9 a.m. on the day of the student's lesson slot, the lesson will not be rescheduled, and the student will not be refunded for the missed lesson.

Because teacher availability is limited, no more than one rescheduled lesson will be refunded per month.

If the teacher is unable to arrive for a lesson, The Music Space will notify the student immediately and arrange for a substitute at the student's normal lesson slot time. If a substitute cannot be arranged, the student can either reschedule the lesson or be given a refund for the miss. All refunds for absences will be credited to the next month's autopay unless otherwise agreed upon.



HOLIDAYS AND INCLEMENT WEATHER

The following holidays will be observed by The Music Space:

New Years Day
Easter
Independence Day
Thanksgiving
Christmas Eve
Christmas

Lessons falling on these holidays must be rescheduled by the student by completing the form at www.themusicspace.com/sched **ONE WEEK** before the observed holiday in order to receive a reschedule credit. This reschedule credit must be used within two weeks of the observed holiday.

The Music Space will be closed due to inclement weather when Towson University is closed. Towson University closings can be found at www.towson.edu

Even if the studio is closed, lessons will continue over FaceTime/Skype at the normal lesson time. As a courtesy, the student will receive an email from The Music Space on the date of questionable weather to confirm whether the lesson will be at the studio or over FaceTime/Skype. Once confirmed, the teacher will reach out to the student at the normal lesson time for the lesson. Credit for the missed lesson will not be given if the student wishes to take the day off.

Additionally, students are welcome to do a webcam lesson instead of their normal studio lesson at any time.



SOCIAL MEDIA

The Music Space reserves the right to photograph and video record students while at The Music Space for advertising purposes.

Care will be taken to minimally interrupt lessons and students will be notified that they are being photographed/recorded.

Photographs and videos may be posted and made public on The Music Space website and social media outlets.

All students have the right to opt-out of any or all social media outlets. Our opt-out form is found online at www.themusicspace.com/opt-out



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