

DALE CITY MUSIC SCHOOL LESSON POLICY

We welcome you to the Dale City Music School family! Thank you for being interested in enriching your/your student's life with more music! We hope that you/your student will find the love of music that we all possess and wish to pass on to those who wish to PLAY MORE MUSIC!!

MISSION STATEMENT

At Dale City Music School, we hope to introduce or continue a love for the world of Music, through structured, customized and professional curriculum, in a safe, comfortable and productive environment for all ages and learning abilities.

SERVICES

–We offer a 30 minute **Introductory** lesson for the students and instructor to determine if the pairing is a success and determine short and long term goals for the student. If the pairing is not successful, we commit to finding the right fit for you.

–Our **Standard** lesson program is a tuition based, one thirty minute block per week on a set day with a set available time. Times may be changed after collaborating with our front desk staff for availability.

–Our **Advanced** lesson program is a tuition based, one hour block per week(Instructor Approval Required) on a set day with a set available time. Times may be changed after collaborating with our front desk staff for availability.

–Our **Custom Tailored** plan may be developed based on Instructor Approval and availability for more lessons a month. Check with the Front Desk Staff and we will develop a plan suited to your more aggressive needs.

–Our **Floater** plan allows you to call in the week before for availability for your instructor and take intermittent lessons meant to hone certain skills or help with upcoming events. For example, one or two a month. You are at the mercy of the instructor's schedule, have no set slot and must pay when scheduling.

All plans will be interactive with our online partner Teacherzone. All parents and students will have an online portal to communicate with the school, even when we are closed. The student will have an online educational library for even more lesson content and value. We will send reminders on lesson times and practice times and the student will update practice schedules for the teacher's review.

PRICING

–**Introductory** -\$30-One time fee

–**Standard**-\$30 per week X number of lesson occurrences in a month=Monthly Tuition due first week of month

–**Advanced**-\$60 per week X number of lesson occurrences in a month=Monthly Tuition due first week of month

–**Floater**-\$32 per block-payable when scheduling slot

All billing and payment is sent through our online Lesson Software Teacherzone for up to the minute account status. **All lesson programs on a recurring basis are mandatory set-up on recurring payment.** Your credit card information is stored electronically and safely encrypted by SecurityMetrics.

CANCELLATION POLICY

Students or parents can cancel a lesson by contacting the Front Desk Staff by phone or in person up until closing time the day prior to your scheduled lesson and have that lesson banked. You have 90 days to reschedule that lesson in an available slot. **Any cancellation done after closing time of the store the day prior is chargeable and cannot be banked.** We don't follow the school system inclement weather schedules. We will notify you by 2 pm the day of your scheduled lesson. If we close due to weather, that lesson will

be banked. Any teacher cancellation will be banked. **We require two weeks notice for ending lessons.** You will be charged if no notice is given.

VACATION POLICY

We at Dale City Music understand families need to get away and make memories. With that being said we have blocked out vacation periods where you are not charged if 30 days notice is given:

- Prince William County Spring Break(varies every year)
- Part of June(last day of school to June 30)
- July and August
- Prince William County Christmas break
- All other times we will need notice and you will pay for lesson slot and have slot banked.
- Three week maximum absence is allowed. Any more and slot is lost regardless of payment.

DISCOUNTS

We appreciate your business and as a reward we offer our customers the following discounts:

- Recurring lesson Students** receive a 5% discount storewide on all merchandise
- If you are a **lesson and rental customer**, you receive a 10% discount storewide on all merchandise

We close by saying thank you for choosing Dale City Music School for all your music educational needs!!