



## SONG OF STARS POLICIES AND PROCEDURES

**TUITION** - All payments are processed by pre-authorized credit cards or auto draft from checking accounts on the first of the month. Tuition is never prorated for missed lessons. Tuition does not include any retail teaching materials such as books, sheet music or instruments as well as hired musicians for showcases.

**CANCELLATIONS AND MAKEUPS** - Once enrollment is confirmed (24 hours after your first lesson) all lessons must be taken at the student's regularly scheduled time. Refunds or credits will not be given for scheduled lessons missed by the student. However, to best serve our SOS artists, Song of Stars offers a few great options for when you'll be away or must miss a lesson. In order to qualify for the options provided we ask that you contact us, and not your coach, by filling out the ["student away form"](#) on our website.

*Options include:*

- a. Online lesson via Zoom
- b. Personalized lesson emailed
- c. Lend spot out to a family member or friend
- d. Makeup - SOS provides up to, with no more than, 2 makeup lessons within the year (1 before each Showcase – May/June & Nov/Dec). The 2 makeup lesson dates are *pre-determined* and *decided* by your coach at the beginning of the year with times subject to availability (visit [songofstars.com/makeups](#) for those dates). To qualify for a makeup lesson, we kindly ask that you provide us a 1-week notice of when your lesson will be missed by filling out the "student away form" and not by contacting your coach. You will not qualify for a makeup lesson if you only tell your coach. *Makeup lessons that are not redeemed before a student withdraws will expire.*

For any lessons missed by a coach, Song of Stars will attempt to provide a substitute coach. If a substitute coach is unavailable, a private makeup lesson with the coach will be scheduled promptly. In the event of school closing due to severe weather, we will reschedule your lesson or provide a refund.

**DISCONTINUING LESSONS** - To discontinue lessons and to discontinue charges to your account we ask that you fill out our withdrawal form before the 15th of your last month. We do not prorate tuition for the last month's lessons. Students will be responsible for their last month's tuition whether or not they attend lessons.

**AVERAGE FOUR LESSONS PER MONTH** - Tuition is based on an average of 4 lessons per month through the calendar year and is not increased or decreased for long or short months. We have taken out all the holidays and days we are closed and averaged it out over the course of the year. Most months you will get 4 lessons, some months you will get 5, and other months you may only get 3 because of a holiday, but you are never paying for a day that we are closed. This makes everyone's accounting easier.

**SUMMER MONTHS | JULY AND AUGUST** - We are a year-round school with lessons that continue through the Summer. To accommodate vacation time for the Summer months of July and August we encourage using our alternative lesson options seen under "cancellations | options for when away or missing a lesson" on our FAQ's page.

**OPEN DOOR POLICY** - Parents are always allowed to sit in on lessons. We have an open-door policy.

**INJURIES** - Parents, legal guardians of minors, students and adult students waive the right to any legal action for any injury sustained on school property resulting from normal lesson activity or any other activity conducted by the students or their siblings before, during, or after lesson time, including hearing loss or hearing damage. Song of Stars is not responsible for any damage done to vehicles or items stolen from vehicles.

**PICKING UP** - Children must wait for their parents to pick them up inside Song of Stars. Please do not ask them to meet you elsewhere. Song of Stars assumes no responsibility for children who leave unaccompanied.