



STUDENT AGREEMENT

OFFICE HOURS

Phone: 310-425-8322

Email: info@tiffanymusicacademy.com

OFFICE HOURS

MONDAY - FRIDAY 1PM-7PM

SATURDAY - SUNDAY 9AM - 2PM

If you are contacting the school outside of these hours please leave a message and we will contact you the next business day. All messages are time stamped and this will be acknowledged in regards to our 24 hour cancellation policy.

PAYMENT & FEES

TUITION

Tuition includes one lesson a week, with the exception of holidays. Tuition is based on 48 lessons per year and has already been pro-rated to reflect the 3 weeks a year we are closed and the other closures for holidays. Some months will have 5 lessons, and others may have less due to holidays and closures. Tuition is fixed and remains the same regardless if it is a 5 week month, or less.

You are not paying for lessons when we are closed for specific holidays and our own school closures. You are paying for 48 lessons a year.

Tuition is not adjusted for missed or canceled lessons. No partial refunds will be given. Our current tuition rates are posted on our website and openly available upon request. Tuition is automatically billed to the card we have on file each month. If you would like to discontinue your lessons you must notify the office in writing 2 weeks before the next billing cycle on the **14 of the month**. Any remaining lessons can be gifted to

friends and family and expire at the end of the month.

CARD ON FILE

All billing is on auto-pay. You are not signed up until we take payment for your first lessons and save your billing information on file.

If payment is not received on your billing date, your spot may be given away to another student on our waiting list.

ANNUAL MEMBERSHIP FEE

An annual membership fee of \$35 per student occurs once a year. Usually on the date that you originally signed up.

BOOKS/MUSIC

Students are responsible for any book and sheet music charges

PAUSING OR CANCELING LESSONS

You may put your lessons on hold at any time for 30 or 60, 90 days, however kindly understand that your spot will be given away during your absence **if you do not state a return date**. Students must give a return date in order to put their lessons on pause.

You will be charged the membership fee again if you do not specify a return date.

To suspend or discontinue lessons and payments, the front desk (not your teacher) needs to be notified 14 days before your next billing date.

Lessons cannot be discontinued in the middle of a billing cycle. If you discontinue

during the middle of a billing cycle you will receive credit for the remaining lessons which will expire at the end of the current month. No partial refunds will be given, however you may always gift these lessons/credits to family or friends. These credits expire at the end of the current month.

MAKE-UP LESSONS, SCHEDULING & SUBSTITUTE TEACHERS

MAKE-UP LESSONS

Lessons are given at the same time & date each week. If you need to permanently change your lesson time and day, you must give us 24 hour notice so we can find a new time for your weekly lessons. We will always offer a make up time if the availability exists. **Please log in to your student account to cancel lessons, and use credits to reschedule.** <https://tiffanymusicacademy.com/student-login/>

Tuition is not adjusted for missed or canceled lessons. No partial refunds will be given for missed or canceled lessons.

Private Lessons: Please give 24 hour notice if you can not make it to your regular scheduled lesson. If notice is given 24 hours in advance you will receive a make up credit to schedule a make up class. Credit will expire in 30 days. If less than 24 hour notice is given, you may attend the monthly group make up class.

Group Class/Rock Band: If 24 hour notice is given for a canceled class, students will be issued a group make up credit. Students may use this credit to attend the monthly group make up class (ages 6+). Credits expire in 30 days.

Monthly Group Make Up Class: This is an hour long group make up class that happens on the last Saturday and Sunday of every month - for ages 6+. Students can attend this class for any reason. You must reserve your spot. Spots are limited. If you cancel your lesson with less than 24 hour notice, you can attend the monthly group make up class.

SCHEDULING

If you are more than 30 minutes late for an hour long lesson, or 15 minutes late for a 30 minute lesson then you forfeit that lesson.

Three consecutive no shows will result in automatic termination of any further lessons. **The teachers do not handle scheduling or payments. You cannot cancel lessons or change lesson times through your teacher.** For teacher's privacy, we do not give out their personal information.

Phone: 310-425-8322

Email: info@tiffanymusicacademy.com

SUBSTITUTE TEACHERS

If your regular teacher is unable to make your lesson, a qualified substitute teacher will be provided. The chance to study with another teacher will benefit each student as all teachers have their own unique personalities and teaching styles. All of our teachers are familiar with studio practices and policies and will make lessons fun and engaging, ensure that the students learn a song of their choice, and implement fun motivational programs like music money and games. We have seen the benefits of this experience over the last 28 years of teaching. Our billing and attendance policies still apply.

PICK-UP, INJURIES & PROMOTIONAL MATERIAL

PICK-UP

Children must wait for their parents inside Tiffany Music Academy. Please do not have students meet you elsewhere. Tiffany Music Academy assumes no responsibility for any student who is left at the school unattended and we encourage parents to stay at the school for the lesson time.

A \$1.50 per minute late pickup fee will be assessed for all students picked up after their lesson time. This will automatically be charged to the card we have on file at the time of pick up. This will be strictly enforced, and habitual tardiness may result in termination of services.

INJURIES & HOLD HARMLESS AGREEMENT

In consideration of and as an inducement to my participation or my child's participation and payment of any fees to use any of the facilities at 3272 Motor Ave. (hereinafter "TMA"), I represent and agree as follows:

(1) I (hereinafter "I" or "applicant") and/or my minor child has been examined by a licensed Physician within the past six months and have been found by such physician to be in good health and fully able to perform all exercises which I and/or my minor child is to perform during my visit at TMA.

(2) I understand and agree that I will be utilizing the facilities at TMA and I hold harmless TMA, its owners, its employees, officers, directors, shareholders, agents and contractors for any damage to or theft of personal property on or away from TMA's premises, or personal injury, including but not limited to bodily injury, disease, disability, death, humiliation, or consequential loss of any kind arising out of my participation and/or my child's participation at TMA's events or activities or use of its facilities.

(3) If I am under 18 years of age, I will disclose my age to TMA and provide my signature and signature of my parent/or legal custodian or guardian at TMA prior to my participation.

(4) Any registration fees and/or service fees for usage at TMA are hereafter non refundable.

(5) Any dispute arising out of or relating to this Hold Harmless Agreement, or the breach thereof, shall be finally resolved by arbitration upon administered by the American

Arbitration Association under its Commercial Arbitration Rules, and judgment upon the arbitration award may be entered in any court having jurisdiction.

(6) Any provision not in conformity with the law of any state or governing body having jurisdiction is hereby severed from this contract and the remaining provisions remain enforceable.

Parents, legal guardians of minors and students waive the right to any legal action for injuries sustained on school property resulting from normal lesson activity or any other activity conducted by students, parents or their siblings before, during and after scheduled lesson times. Tiffany Music Academy is not responsible for any damage or loss due to theft.

PROMOTIONAL MATERIAL

I understand that students may be photographed at Tiffany Music Academy during lessons, recitals, or activities. I understand that these photographs may be used in promotional materials and for teacher training. I grant permission for the student's listed below to be photographed, or their images recorded for print or electronic use in promoting the music school's services. I understand that it is my responsibility to contact the studio in writing if I wish to not be included in promotional material. I agree that this form will remain in effect during the term of student's enrollment. I understand that there will be no payment for me or my child's participation in this release.

I agree to all terms by enrolling in classes at TMA. I understand how make up lessons work, substitute teachers work, and understand that there are NO GUARANTEED make ups for missing a class. I have read and agree to the policies of Tiffany Music Academy. Policies may change at any time.”:

Parent/Adult Student Name

Parent/Adult Student Signature