



Music Billing, Payments, and Attendance Policies

Dear Students/Parents,

Please review the following policies regarding billing, payments and attendance for music instruction at the Arts Council of Wayne County. Billing, Payments, and Attendance Policies may periodically update throughout the year. This policy will be attached to every invoice for review.

Pricing

All music classes are **\$36/half-hour**.

Additional costs for the class are the responsibility of the student. (Sheet music, books, tuners, strings, etc...) However, we can give recommendations of where to purchase these items.

Scheduling and Billing

Scheduling for each month is predetermined by the timeslot the student and instructor initially agreed on and students will be charged on a monthly basis. **All payments are due by the beginning of the month and will be completed by an invoice sent directly to your email. Late payments will incur a 5% fee** in addition to the monthly amount due. Invoices not paid by the 5th are considered late. Any student with outstanding balances from a previous month will not be added to the schedule until all payments (including late fees) have been paid in full. Music Tuition Assistance is available upon request and approval by the Executive Director of the Arts Council of Wayne County.

Autopay is available upon request.

Monthly enrollment is highly encouraged, as consistent weekly lessons create the best environment for retention and improvement. However, we understand that this is not always feasible for every student.

Tardiness and Absence Policies

We at the Arts Council of Wayne County understand that there are emergencies resulting in unexpected absences or tardies. **Any planned absences require at least 24-hours' notice directed to the Director of Community Engagement, Liz Denton.** Please email her at liz@artsinwayne.org. Our Director of Community Engagement is in charge of all administrative

duties such as payment, scheduling, etc... so notifying just the instructor **will not** result in an excused absence and refund. If we do not receive 24-hours notice for planned absences, they will be deemed an unexcused absence, and students will be billed for the scheduled lesson. A refund will be issued if the 24-hours or more notice was given to the Director of Community Engagement. We will count the following as excused absences: sudden illness, traffic accidents/delays, family emergencies, etc...

Please keep in mind that tardies will result in shortened lesson times as our Music Program schedules back-to-back lessons. We must not interfere with other students and their scheduled lesson times. We will count the following as unexcused absences: forgetting about the lesson, a change of plans unrelated to an emergency, etc...

If there is a circumstantial change that results in a need of a different lesson time we understand and are more than willing to accommodate each student's needs to the best of our ability.

As our Music Program grows, we will begin to accumulate students on a waitlist. Please keep in mind we cannot continue to schedule students who habitually have unexcused absences. Any student accumulating four or more unexcused absences within a 3-month period *may be* subject to disenrollment at the discretion of the instructor and Programs Coordinator. This is a last resort, and all we ask is that we maintain open communication to best meet everyone's needs.

Facility Rules

No student under the age of 16 is permitted to attend music lessons without a parent or guardian present **in the facility**. No more than one person may enter the bathroom at a time.

Students' young children or siblings are permitted to stay and watch but may not roam the studios alone and will not be permitted to participate in the lesson.

No students are allowed to enter the artist studios in the facility without express permission from the studio's owner. Any art or supplies not belonging to the students should not be handled.

Thank you for reviewing our updated billing, payments and attendance policies. If you have any questions, please feel free to reach out to either of us for additional information.

Sincerely,

Liz Denton
Director of Community Engagement

Student/Guardian Signature: _____ **Date:** _____

ACWC Staff Signature: _____ **Date:** _____