



## 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. The attendance policy will be attached to every invoice for review.

### Pricing

All music classes will be \$48/hour of instruction, prorated at \$24/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 will be completed during the last week of the previous month, and students will be charged on a monthly basis. **All payments are due by the 5th of each month by an invoice sent directly to your email. Late payments will incur a 5% fee** in addition to the monthly amount due. 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. **\*\*Please let us know if we can help in any way.\*\***

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.

Students who opt out of monthly billing will be accommodated at the same price, but not guaranteed a designated weekly day and time for their instruction. Payments for week-to-week lessons are **due by the time of instruction by the invoice sent directly to your email**. Any late payments received **72 hours or more** after the lesson **will incur a 5% late fee**. All payments and fees must be paid in full before another week-to-week lesson will be scheduled.

**\*\*Please let us know if we can help in any way.\*\***

## 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 Programs Director, Anna Hinson**. Please email her at [anna@artsinwayne.org](mailto:anna@artsinwayne.org) or call/text her at 919-922-6061 (cell phone number). Our Programs Director is in charge of all administrative duties such as payment, scheduling, etc... so notifying just the instructor **will not** result in an excused absence. 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. We will count the following as excused absences: sudden illness, traffic accidents/delays, family emergencies, etc...

The amount paid for a lesson with an excused absence can be donated to the Arts Council of Wayne County or rolled over into the next month. You will receive an updated invoice for the next month reflecting your amount if you choose to roll over your lesson.

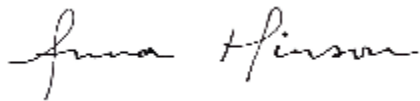
Please keep in mind that tardies will result in shortened lesson times as our Music Program schedules back-to-back lessons. We must not interfere with other students and their scheduled lesson times. We will count the following as unexcused absences: forgetting about the lesson, a change of plans unrelated 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 Director. This is a last resort, and all we ask is that we maintain open communication to best meet everyone's needs.

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,

A handwritten signature in cursive script that reads "Anna Hinson".

Anna Hinson

Programs + Marketing Director