

Policies and Procedures

Welcome to MozArt Music Academy, a premier music school in the San Fernando Valley providing exceptional music education to our community. In order to provide you with the highest standard of instruction, we ask that you meet the terms of the following academy policy:

Tuition

All payments are collected automatically on the first of every month. Monthly tuition is based on a 48-week year since school is closed for holidays and breaks for four weeks throughout the year. Tuition remains the same for every month, including the months when the school is closed for break, because of the extra lessons that students accrue when there are 5 weeks in a month.

Parents are required to fill out the Authorization Agreement for ACH Payments in order to enroll in lessons. Payment methods are listed below:

Bank Account: Parent provides a bank's name, account number and routing number.

Credit/Debit Card: Parent maintains current credit or debit card information on file.

Tuition is never prorated for missed lessons. Tuition does not include any retail teaching material such as books or instruments.

Equipment Requirement

Before enrolling in lessons at MozArt Music Academy, students are asked to have an instrument as well as other necessary equipment. Having the proper instrument and equipment is essential to students' progress. Please consult our school if you need any assistance.

Absences

Unlimited make-up lessons are provided with 24-hour advanced cancellation notice communicated via email, phone call, or in person. Notifications less than 24 hours cannot be made up. This policy is in respect for our faculty members, who set aside a specific time for each student. This time is reserved. The teacher cannot give the time away to someone else thus s/he does not have the opportunity to make up the lost income. This policy is a way to support our talented faculty and the quality of our academy.

Make-up Lessons

For any lessons missed by a student, the Academy will store a lesson credit to the student's account until the parent/student contacts our office staff to schedule a date and time for a make-up lesson. For any lessons missed by a teacher, the Academy will attempt to provide a substitute teacher. If a substitute teacher is unavailable, a private make-up lesson with the teacher will be scheduled promptly.

Safety

The faculty and staff of MozArt Music Academy are not responsible for the supervision of students outside the lesson time. Students are not to be left at the school for an excessive time period before or after their lessons. In addition, children must wait for

their parents to pick them up inside the Academy. Please do not ask them to meet you elsewhere. MozArt Music Academy assumes no responsibility for children who leave unaccompanied.

Lesson Observation

Parents are welcome to sit in on lessons at any time, but siblings and friends of students are not permitted to sit in on lessons as it can be a distraction to both the student and the instructor and compromise the learning environment.

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. MozArt Music Academy is not responsible for any damage done to vehicles or items stolen from vehicles.

Teachers

When MozArt Music Academy hires faculty, a thorough background check is completed, as well as an extensive interview process which includes conducting multiple interviews, reviewing/contacting references, and studying their teaching video. You may rest assured that your children are in good hands. As is the case with any activity, the teacher may need to touch the student to perform corrections and assist with demonstrations.

Instructor Reassignment

Due to the nature of coordinating time slots and the schedules of instructors and students, it may be necessary to reassign a student to another instructor. Students assigned to an instructor who leaves MozArt Music Academy will be reassigned to another instructor immediately. Per the instructor contract with the school, instructors are not legally permitted to teach students privately, apart from MozArt Music Academy.

Hold Service

MozArt provides a hold service for 1 month (equivalent to 4 consecutive weeks) by reserving student's lesson spot with the same instructor while temporarily pausing the recurring monthly tuition for 1 month. To hold lessons and pause tuition payment for 1 month, complete the Hold Form at least 15 days before the 1st of new month. If the form is completed after the 15-day grace period, tuition for the holding month will be processed, which will be used toward the resuming month.

15-Day Notice of Withdrawal

To discontinue lessons and to discontinue charges to your account, fill out the withdrawal form at least 15 days prior to your last month of lessons. 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.

*On the electronic payment authorization form, sign that you have read, understand, and agree to abide by these policies.