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## Official Lesson Policy

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The Keystone Musical Arts Center (KMAC) aims to provide you with a quality learning experience and the tools that will lead to achieving your musical goals. It is our expectation that you are truly serious about learning and improving on your chosen instrument. Therefore, we ask that you make every effort to commit yourself to the following requirements:

### Scheduling

- **Lessons are scheduled by the instructor in the same time period weekly.** Please try to be at least 5 minutes early for your lesson so that you are not out of breath or rushing. Relax in the waiting area until it is time for your lesson and you are invited in. Your promptness will assist the instructor to maximize your lesson time and not run into another student's time.
- **Instructor Cancellations:** In the event that a teacher cancels a lesson, a credit will be applied to the following month's billing or a make-up lesson will be scheduled.
- **Student Cancellations:** If a student cannot attend their lesson, it is important to call the instructor and/or KMAC to notify us of the cancellation. Please leave a message if necessary. Students are expected to inform their teacher of any planned lesson cancellations (i.e. vacations, etc.) in advance. There are no credits or make-ups for missed lessons.
- **No Shows:** If a student misses lessons for two consecutive weeks without contacting KMAC or the instructor, they may forfeit their lesson slot. The student is required to pay for any missed lessons.

### Payment

- Tuition will be paid in advance on or before the first of the month for all lessons in that month - usually 4 or 5 lessons; possibly less if holidays or teacher vacations. This ensures your time slot with the instructor. Payment is accepted for private lessons by cash or check made payable to the teacher.
- No refunds or credits will be given for unused lessons when a student terminates lessons in the middle of the month. Advanced notice should be given if the student wishes to terminate lessons (30 days is recommended).

### Practice Requirements

Daily practice is expected. This special time of the day should be one of concentration and solitude when the student works on lesson material without distractions, including the use of cell phones, texting devices, etc. We recommend that beginners practice a minimum of 15 minutes a day & gradually work up to longer periods of time.

### Lesson Requirements

Students are required to bring books, folders, writing tablets or other materials discussed with the instructor to each lesson.

Your cooperation with the above policies will be greatly appreciated. Please contact your instructor or the front desk if you have any questions or concerns. We look forward to working with you to achieve your musical goals!