



## Musicians Pro Academy Policies and Procedures

### **WELCOME!**

Welcome to Musicians Pro Academy (MPA)! We want your experience to be awesome! Below are important policies that may affect you or your child during your time at MPA; we want you to be aware of them. Our staff always is available to address questions or concerns. If you need further assistance, please do not hesitate to contact Student Services at 479-935-3711 or musiciansproacademy@gmail.com.

### **STUDENT CODE OF CONDUCT**

As an MPA student, you or your family are a representation of our school community. We also understand kids will be kids sometimes and that's a good thing! That said, there are a few necessary guidelines all of our students follow. We are always respectful of people and others property, we always try our best, and our students know our motto that in playing music and life, "attitude is EVERYTHING!" We also know that a lot of what we end up teaching as music teachers isn't always notes on pages, reading music or being the "best" musician. "The world is full of great musicians, it doesn't need anymore of them. The world needs more great people" - Victor Wooten - Legendary Bassist (Bela Fleck and the Flecktones)

We believe our students at MPA represent exactly that and demonstrate it in every lesson with all of the effort and hard work they put in to become a great musician and person! Simply put, MPA Students ROCK!

All of MPA students are required to abide by our code of conduct. There is a **zero-tolerance** policy at MPA for cursing, misbehavior, blasphemy, rough-housing, damaging or roughness with instruments, non-compliance, etc. during lessons. We also have an absolute **zero-tolerance** policy for bullying of any nature. Your instructor reserves the right to end immediately any lesson where our code of conduct is not adhered. Any behavior issues or code of conduct problems will be addressed by instructors to management and parents/ students immediately.

### **CHILD SAFETY**

To ensure your child's safety, please be sure to pick him/her up promptly after class/lesson time. Faculty and staff are not responsible for supervising children outside of designated teaching time. All accompanying children must be under your supervision while at MPA.

### **CLOSINGS**

Classes or lessons cancelled due to the official closing of MPA will be rescheduled. Inclement Weather Policy: MPA makes decisions delayed opening or closing of each campus independently of local school districts. An announcement concerning delayed opening or closing of all MPA campuses will be emailed, texted and posted on our Facebook page (<https://www.facebook.com/musiciansproacademy>) by approximately 10 AM for morning lessons and classes, and by 2:30 PM for afternoon and evening lessons and classes. If inclement weather conditions occur later in the day, MPA will make that announcement on

those outlets and via email at the appropriate time. During times of inclement weather don't hesitate to call our office number at (479) 935-3711 to confirm any closures.

### **Holidays:**

MPA will be closed for the following dates:

- July 4
- Thanksgiving Day
- Winter Holiday Break from December 17 until January 3
- Students will be prorated for holidays if their lessons fall on such days and that results in fewer than 4 lessons for the month.

### **MISSED LESSONS**

Like other professional services, we reserve designated lesson time for you or your child and your instructor cannot fill in your absence with another student in the event of last-minute absences. In addition, it is very challenging for our staff due to the number of students/family schedules to facilitate makeup lessons in those instances. Because we do not charge additional lesson rates for 5-week monthly cycles, those extra weeks will account for make-up lessons for students whom have missed and qualify for a makeup lesson. Statistically, our students with the best attendance excel at a much faster rate than students with poor attendance. For our students who have perfect attendance, they on average receive 4-5 additional lessons per year at no additional costs. That equates to a month per year of additional lessons per student with excellent attendance.

For these reasons, MPA does not offer prorations/refunds, compensatory lessons or classes for absences and/or missed lessons that occur because students have conflicts, travel out of town, due to illness, last minute cancellations, etc. If your instructor chooses and has available time in their schedule, they may choose to award a make-up credit and reschedule a missed lesson as a courtesy, however this is not a requirement of our instructors. If a makeup lesson has been approved, it will need to be used within 30 days or it will automatically expire in our system and will no longer be redeemable. It is imperative if a makeup lesson has been scheduled to attend on time. Makeup lessons cannot be used as credit or proration and cannot be made up in the event of absence. If a missed lesson falls on a 5-lesson monthly cycle, and a makeup lesson has been awarded, the 5th lesson of the month will be designated as a makeup lesson. If a lesson or class is cancelled because of a weather-related school closing or because of a teacher's absence, a make-up credit will be issued which can be used to reschedule a missed lesson. MPA reserves the right to assign a substitute instructor in the event of an instructors absence. **Lessons cancelled with less than 24 hours' notice and/or no call-no shows will not be awarded a makeup credit or proration.** No more than 1 makeup lesson can be issued per student/per quarter. We can not issue refunds/prorations, or makeup lessons without prior management consent. In the event of a make-up credit being issued, it is the responsibility of the student/parent/guardian to coordinate with your instructor on their days of preference for makeup lessons. Please email [musiciansproacademy@gmail.com](mailto:musiciansproacademy@gmail.com) to setup/coordinate your makeup lesson. All makeup lessons must be approved by management.

## **TUITION**

Tuition is based on a monthly flat rate: this rate is the same whether a month has four (4) or five (5) weeks regardless of attendance. Our tuition has been averaged to build in for holidays and the occasional missed lesson.

MPA offers a Family discount for additional students within a family of \$10 per month per additional student. This discount does not apply to the first registered student but to each additional registered student thereafter. Prorated lessons are not eligible for discounts. In the event MPA approves a proration, the prorated lesson rates are charged as \$35.00 per student/per lesson for that month. Monthly administrative fees will apply. Prorations cannot be given for the "5th" consecutive lesson in a monthly cycle nor in lieu of designated makeup lessons. Prorated scheduling is at the sole discretion of MPA.

All group classes and "homeschool" classes are charged a flat monthly rate regardless of attendance. If enrollment in a class falls below six students (except where otherwise noted), MPA reserves the right to cancel the course or to offer the class with an adjusted tuition rate, duration, and/or number of sessions. If a class is permanently cancelled, refunds will be issued no more than 15 business days after cancellation.

## **PAYMENT**

All payments are due on the 1st day of a student's first monthly lesson. Payments can be made online or in person at the student's first monthly lesson. There is a grace period before an account becomes delinquent. If payment has not been received by the 10th day of the month, a \$35 late payment fee will automatically be applied to the student's account, then due immediately. Lessons will automatically be suspended until payment is made.

MPA offers many methods for payment, including our automatic draft payment system. Automatic drafts occur on the 5<sup>th</sup> of each month. Participants in the auto-draft program must keep a valid card on file. If for any reason your card is declined, payment will then be due immediately and a \$35 charge will be added to the next month's billing cycle.

Following 2 consecutive months of late/delinquent payments, accounts will be required to be put on auto-draft to continue lessons. MPA reserves the right to suspend or discontinue instruction of any student who is delinquent in fulfilling his/her financial obligations at any time.

If you experience any problems paying your invoice online please contact Student Services immediately (479-935-3711) and we will do our very best to help make the process as easy as possible.

## **WITHDRAWAL/REFUNDS**

If you or your child want to withdraw from instruction, please submit a Withdrawal/Refund Request Form. Refunds are based on the number of lessons/classes attended by the student, as follows. All refunds are subject to a \$30 administrative fee per student, plus any other non-refundable fees, if applicable. Refunds will be issued no more than fifteen (15) business days following receipt of the form.

- 100% refund or credit of tuition, if the form is submitted at least 48 hours before the first scheduled lesson/class; or
- 50% refund or credit of tuition, if the form is submitted at least 48 hours before the third scheduled lesson/class.

**DISMISSAL**

MPA reserves the right to dismiss any student due to frequent absences, inappropriate behavior, overdue tuition payments and/or parental or guardian or student noncompliance with MPA policies.

**NON-DISCRIMINATION POLICY**

MPA complies with all applicable laws prohibiting discrimination in the conduct of its operations and programs.

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Name of Student(s)

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Parent or Guardian Name: (please print)

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Parent or Guardian Signature:

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Date: