



Musicians Pro Academy Policies and Procedures 2022

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 or lesson coordinator is always 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 are always respectful of people and others property, we always try our best, and our students know our motto that in playing music and in 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 or equipment, non-compliance, etc. 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. Musicians Pro Academy, its faculty and/or staff are not responsible for supervising children outside of designated teaching time. All accompanying children and students must be under your supervision while at MPA.

CLOSINGS

Classes or lessons cancelled due to the official closing of MPA will be rescheduled for makeup lessons.

Inclement Weather Policy: MPA makes decisions regarding 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 and/or texted and posted on our Facebook page (<https://www.facebook.com/musiciansproacademy>). During times of inclement weather don’t hesitate to call or text 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 TBD
- 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

Statistically, our students with the best attendance excel at a much faster rate than students with poor attendance. Because we do not have an additional charge for a 5 week lesson month, our students who have perfect attendance, 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.

Like other professional services, we reserve a designated lesson time for you or your child for each week. It is challenging for our instructors to fill in your absences with another student in the event of absences and cancellations. In short, you are reserving your spot at MPA to have an instructor available for your lesson time and day by your enrollment in Musicians Pro Academy.

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, sporting events, school events, last minute cancellations, etc. If your instructor approves 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 instructor's 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 2 makeup lessons can be issued per student/per quarter. An instructor cannot 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 the MPA Lesson Coordinator on their days of preference for makeup lessons. Please email musiciansproacademy@gmail.com to setup/coordinate your makeup lesson. All makeup lessons must be approved by management.

REGISTRATION

A Registration fee of \$35.00 will be applied to the customers account upon scheduling the first lesson. Registration is Non-refundable and is due to secure initial first lesson. Registration fee is applied for each registered student.

TUITION

Tuition is based on a monthly flat rate: this rate is the same whether a month has four (4) or five (5) weeks of scheduled lessons; regardless of attendance. Our tuition costs has been averaged to build in for recognized holidays and the occasional missed lesson. For these reasons, we do not prorate our monthly rate.

Family 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 \$40.00 per student/per attended lesson for that month. An administrative fee of \$15 will apply. Prorations cannot be given for the "5th" consecutive lesson in a monthly cycle nor in-lieu of designated makeup lessons. Prorated scheduling/billing is at the sole discretion of MPA.

All group classes and "homeschool" classes are charged a flat rate regardless of attendance. Once registered, classes are non-refundable. 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 students 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 1st 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 administration 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, contact the MPA Lesson Coordinator. We ask you please give us a 14-day notice on your intent to withdraw. 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 thirty (30) business days following receipt of intent to withdraw from lessons. Please email your intent to withdraw to musiciansproacademy@gmail.com.

- 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, parental/guardian or student noncompliance with MPA policies, or for any other reason.

NON-DISCRIMINATION POLICY

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



Musicians Pro Academy
Policies and Procedures Agreement

I, the undersigned, agree to adhere to all of the terms of the Musicians Pro Academy Policies and Procedures Agreement.

Name of Student

Additional Students if part of a family account:

Student (if over 18), Parent or Guardian Name: (please print)

Student (if over 18), Parent or Guardian Signature:

Date: