

Nebula Studios Policy



Dear families and students,

Welcome! We are so glad you are here!

By signing up for lessons with Nebula Studios (NS) you agree to all NS policies.

These policies help achieve the greatest outcome in student learning, while keeping things simple and fun for busy students and families. Registering for lessons is an agreement to our policies, so please read through them carefully.

STUDIO BENEFITS/OPPORTUNITIES: Our annual schedule now includes weekly lessons, recitals, and other exciting learning events. Lessons are held weekly, year-round and your tuition will cover the cost of weekly lessons and all other services offered by the studio! Please refer to the studio calendar for pertinent dates.

TUITION & PAYMENT: To make budgeting and bookkeeping simple, your tuition is a monthly subscription paid equally each month. This means the tuition for enrollment in lessons is a set rate, and the price of lessons will remain the same each month. Tuition for enrollment at NS is as stated below:

- Weekly 30-minute lesson - \$100/month
- Weekly 45-minute lesson - \$150/month
- Weekly 60-minute lesson - \$200/month

Tuition amounts will be withdrawn via automatic payments on the 1st of each month. Each family is expected to enter their payment information into their My Music Staff (MMS) account. A \$4 convenience fee will be applied for all credit/debit card transactions. No convenience fees will be applied to automated checking account withdrawals (ACH). Cash and personal checks are not accepted.

The tuition fee is due on or before the 1st of each month. There is a seven day grace period. If the subscription fee is not paid by the 7th, a \$10 late charge will be applied, unless other arrangements have been made for the month. If tuition has not been paid by the 14th of the month, lessons will be suspended until full payment has been made. No refunds will be made for students who terminate lessons mid-month. A charge will remain for lessons canceled with less than a 24 hour notice, except in the case of illness or emergency.

MAKE-UP LESSONS: All students are provided with 2 make-up credits every quarter (amount of credits resets to 2 each quarter). If for any reason a student needs to miss, they can cancel their lesson through the MMS portal anytime before 9 a.m. the day of the lesson to receive a make-up credit. The credit can be used on any available slot within 7 days of the originally scheduled lesson! After 7 days, the credit will expire. It is the responsibility of the parent/student to pursue a make-up lesson either through the MMS portal or directly with the teacher. Make-up lesson slots are limited and are available on a first-come first-serve basis, therefore make-up lessons are not guaranteed. Finally, if the teacher is unable to provide a scheduled lesson, at the management's discretion, a substitute teacher will be provided or a make-up lesson will be offered.

DISCONTINUING LESSONS: In order to maintain a spirit of flexibility, students are able to withdraw if needed for any reason, but notice must be given in writing to your instructor 30 days prior to the next billing cycle. (i.e. if you choose to withdraw in Feb. notice must be given by Jan.1st.)

Please don't hesitate to reach out if you have any questions!

Sincerely,

Henry Craig Henson
Nebula Studios