

## GENERAL POLICY

**All teacher schedules are maintained by the administrative office.** Any absences or long-/short-term schedule changes must be reported directly to the office.

**Please request schedule changes *only* when necessary.** HMA instructors make themselves available to you at your scheduled time each month. In the event of unavoidable schedule conflicts, make-up lessons should be scheduled for all anticipated absences upon the **first visit of each month**. **Make-up lessons cannot be guaranteed. At least 24 hours advance notice is required for single cancellations.** Instructors and Schedules may be subject to change.

**The HMA calendar includes four weekly lessons per month.** Please familiarize yourself with the HMA calendar.

**HORIPRO Music Academy employs paperless billing.** An e-invoice will be sent to you on the 16th of the month in which payment is due. To ensure receipt of emails, add the domain **@horipro.com** to your email "safe list."

**Tuition payments are due by the 25th of the preceding month.** All automated payments will be charged on the 1st of each month. A fee of 10% will be charged to late payments. Sorry no exceptions. A fee of \$20 will be charged for checks returned for any reason.

**Tuition cannot be adjusted, refunded, or credited.**

Lesson rooms and practice facilities are assigned according to availability. HMA does not guarantee specific rooms or instruments.

HORIPRO Music Academy reserves the right to refuse service at its discretion. Misbehavior, excessive absence, property damage, providing false or inaccurate information, and/or non-payment may result in cancellation of enrollment without refund. Customers may be held wholly liable for any damages to HMA property through negligent or intentional damage.

HORIPRO Music Academy and its instructors and staff are not liable for personal injuries, loss, or damage to personal property inside or outside of the facility. Please observe all crosswalks and traffic signs. Absolutely no unsupervised children are permitted on the premises at any time.

## GROUP CLASS POLICY

**Group Class Tuition** may be paid in full, or in five equal installments to be billed automatically to your registered bank account or credit card each month. Be advised that payment is due on the **25th of the month preceding the semester's start date** or upon enrollment to a semester in progress.

**ColorSoundation** classes can not be pro-rated regardless of enrollment date. Private make-up lessons will be provided in order to cover any missed material.

**Dance classes** will be pro-rated commensurate with date of enrollment.

**IMPORTANT:** To preserve fairness to HMA students and teachers, withdrawal from group classes in progress is **not** permitted. Upon enrollment in group classes, students agree to full financial responsibility for the entire semester regardless of attendance.

## PRIVATE LESSON POLICY

**Private Lesson Tuition** is payable in one semester installment upon enrollment or in monthly installments due on the **25th of the preceding month**.

For absences of more than four weeks but fewer than three months, the submission of a **Leave of Absence form** is required. Lesson time and instructor can be reserved with a non-refundable reservation fee.

**IMPORTANT:** To discontinue HMA private lesson enrollment, a **Notice of Withdrawal** form is required. When submitted by the **15th**, this form allows enrollment to be terminated upon the month's completion. **NoW** forms received by HMA after the **15th** will go into effect following the next full month of the HMA calendar.

Yes, I fully understand and agree to observe these policies.

STUDENT NAME

PARENT NAME

PARENT SIGNATURE

DATE