



PAGE
MUSIC

The Membership Plan Policies

Summary

Member Benefits:

- Best price per lesson – save almost \$1000 per year!*
- 20% off **
- No long-term contracts
- NOT a yearly commitment – just 2 months minimum
- Regular payments in easy automatic monthly installments
- Simple weekly scheduling
- Rescheduling available (see terms)
- No charge for weeks when you are unavailable
- Make-up lessons – private make-ups 3x/year
- Free Music Theory Workshops
- Free Recording Sessions
- Free Recitals
- Best price on Jams, Classes and more.
- Open enrollment – become a member anytime
- No hidden fees, no registration fees
- Professional administrative staff at your service

Member Requirements:

- 1 month notice to dropout
- Current billing information kept on file
- Two months (first/last) due upon enrollment

*Membership price compared to single lesson price, 60-minute lessons, 50 weeks/year.

**Compared to single lesson prices.

Details

Satisfaction Guarantee

Page Music Lessons features acclaimed instructors, and we are confident that our members will receive excellent instruction. However, if you attend your first lesson and are not satisfied for any reason after your first lesson, we will issue a full refund. Furthermore, we want to make sure you continue to be happy with your lessons. If at any time you would like to transfer to a different teacher, please contact the office (see Scheduling below).

Contact

All administrative tasks - including enrollment, payments, scheduling, cancellations, and weather-related closings – are handled through the Page Music office. Please do not contact your instructor. Any scheduling requests and/or dropout notifications made through the instructor will not be honored. Contact us at info@pagemusiclessons.com or 617-267-PAGE (7243).

Enrollment and Payments

Members may enroll at any time, and the first month will be prorated if starting in the middle of the month. Enrollment is available year round, and must be completed at least one week in advance of the first lesson.

Upon enrollment, members pre-pay for the first month and an additional month of their membership. Membership accounts are always paid one to two months forward – for each subsequent month, your card on file will be automatically charged for an additional month on the 1st of the month. The payment will be based on a 4-week month (see Adjustments below). *Example: If you join on Jan 1, you pay for Jan and Feb up front, and on Feb 1 your card is automatically charged for March; etc.*

For the automatic monthly charge, a credit/debit card must be retained on file. However, you may choose to make your payments by other methods if arranged with the Page Music office and paid prior to the 1st of each month.

Quarterly Adjustments and Refunds

All lessons, lesson plans, and automatic monthly payments are nonrefundable (see 1, 2 below). Page Music will review and adjust each membership account on a quarterly basis (1/1, 4/1, 7/1, 10/1). As the automatic monthly payment is based on a 4 week schedule, it is possible that you will have a credit or debt. The credit/debt will be factored into the payment amount for that month's automatic payment (1/1, 4/1, 7/1, 10/1). *Example: As a member between 1/1 and 3/31 (1st quarter), you paid for 12 lessons (4 each month), but because of a family vacation, only had 11 scheduled lessons. Your 4/1 payment would then be reduced by 1 lesson.*

1. See Satisfaction Guarantee above.

2. If the member's primary instructor leaves the Page Music staff, members are required to take at least one month with a new Page Music instructor. Members may try multiple instructors if needed. If this proves unsatisfactory, Page Music will grant a refund for any remaining credit.

Scheduling

In general, the Membership Plan is a recurring weekly lesson program (1 private lesson/week). Upon enrollment, members choose a weekly lesson day/time, and are confirmed for recurring weekly lessons, automatically scheduled for that day/time for all weeks. Members are expected to take a minimum of 10 lessons per quarter (3 months). While this is more of a guideline than a rule, if you have special scheduling needs, please consult with the Page Music office. All scheduling tasks are handled through the Page Music office (see Contact above).

Exceptions to your recurring weekly lesson:

A. 2-weeks notice: You may request a given date off, with two weeks notice. You can basically change anything you'd like (a specific date, your day/time, your instructor, your instrument, etc) with two weeks notice. If no alternate lesson times will work, a given lesson(s) can be removed from the calendar with no charge.

B. 48 hours notice: With 48 hours notice (but less than 2 weeks), Page Music will attempt to help you reschedule your lesson. As the instructor has been contracted for the lesson, any rescheduled lesson must occur within the same pay period – preferably during the same week but up to two weeks out. Please note this is completely up to Page Music's discretion, and based on the instructor's availability. If no alternatives are available, the original lesson date will be considered a canceled lesson.

C. Holidays: Page Music is closed on the following national holidays - New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve. Page Music will contact you about alternate lesson times, if available.

D. Hiatus: With 2-weeks notice, you may put your Membership on pause or "hiatus". You will still be an active member (see Dropouts below), but during your requested date range, you will be taken off the calendar and no charges will apply. This helps accommodate summer vacations, business trips, etc. Depending on the details, you may be required to schedule a new weekly day/time when you resume.

E. Instructor Time Off/Substitutes: If your instructor has a scheduled date(s) off, Page Music reserves the right to provide a substitute instructor, at your recurring lesson day/time. If you are unsatisfied with the sub for any reason, contact us. If you wish to decline sub assignments in general, you must do so in advance – but we encourage you to gain invaluable experience through working with a sub and their unique perspective.

F. Instructor Cancellation: If an instructor must cancel a lesson at the last minute, the lesson will be rescheduled at the earliest convenience.

Attending lessons twice a week and studying multiple instruments are also options for members (additional fees apply). Please consult with the Page Music office to see if it's right for you.

Make-up Lessons

For any lesson that you must outright cancel, you are eligible to attend one complimentary make-up lesson per term (3 terms per year – Sept-Dec, Jan-April, May-Aug). The make-up lesson must take place on your instructor's make-up date. Unless otherwise noted, make-up dates are as follows: the 4th Sunday in April, 4th Sunday in August, 3rd Sunday in December. Make-up lessons are to be in addition to your normal weekly lesson. Make-up lessons do not roll over to the next term. You are responsible for scheduling your make-up lessons.

Dropouts

Members do not need to commit to a long-term contract. To dropout, you must give one month's notice by submitting a simple dropout form to the Page Music office by the first of the month. The form can be completed in person, by email, or by phone. The dropout form must be received by the first of the month, or your card on file will be charged for an additional month (on the 1st). As your last month is paid upon enrollment, you do not pay again for your last month. Page Music will also do an account review upon receiving your dropout notice.

Winter Weather Vouchers

Page Music is located in Boston. It snows here. During inclement weather, Page Music will remain open unless the City of Boston declares a state of emergency. However, for your convenience, Page Music will issue you a Winter Weather Voucher, upon request. The voucher entitles you to reschedule the “winter lesson” at your convenience, within the same quarter. Please note it’s up to you to contact the office to request the voucher and to reschedule the lesson; you will be charged for the original “winter lesson” date and the instructor will be paid accordingly.

Please note it’s called a “Winter Weather Voucher”, basically for snow storms and the like. It’s not for “too hot”, “too windy”, “too sunny”, “it might rain tomorrow”, etc. Please respect your instructor’s commitment, schedule, and need for compensation. Page Music will also use vouchers for events beyond our control such as power outages. And finally, during winter weather, Page Music encourages you to use the T, conveniently located just a half a block away.

Injuries

Parents, legal guardians of minor students and adult students waive the right to any legal action for any injury sustained on school property resulting from any activity conducted by the students before, during or after their lesson time.

Photo Release

Page Music is hereby granted permission to take photographs of the students to use in brochures, web sites, posters, advertisements and other promotional materials the school creates. Permission is also hereby granted for Page Music to copyright such photographs in its name.

Late Policy

Our instructors are timely, and Page Music strives to run on schedule 100% of the time. We expect you to be on time as well. But if you are running late, your instructor is required to wait for half of your scheduled lesson time, after which time your lesson will be considered canceled. If an instructor is late for a lesson, Page Music will add the time at the end, or to a future lesson.

Gift Certificates

As a gift certificate purchaser, you must agree to these policies, but you do not need to schedule any lessons. The recipient must also agree to these policies, and may begin their membership at any time. As the purchaser, you are not obligated to any membership fees or future payments beyond the initial payment. Once the recipient gets started, they are encouraged to consult with the Page Music office about continuing their membership. Gift certificates are transferable but are not refundable.

And Finally

This policy form must be reviewed upon enrollment. These policies apply to the initial lesson plan and all future lesson plans, including any lesson plans purchased for others (family members, gift certificates, etc.). Page Music reserves the right to change these policies at any time. “Page Music” and “we” refers to Page Music Lessons, Inc. “Member” and “you” refers to the student or the point person on the account (parent, guardian, etc.).

Print Name _____ Signature _____ Date _____