

PAGE MUSIC LESSONS: STUDENT POLICIES

Intro

Welcome to the Page Music Lessons student policies. First of all, thanks for reading. While this won't be the most exciting part of your musical journey with us, we appreciate your efforts to understand and follow our guidelines and rules. We consider these to be fair and honest policies, upholding a structure that works for all parties.

The most common student questions center around rescheduling and cancellations. In short, we can help! The basic principles are:

- 48 hour notice to reschedule
- Students conduct their own rescheduling via the Opus 1 student portal
- Provide notice to drop-out (for memberships) by the 15th of the month

Please see below for specifics.

Features of our lesson plan policies include:

- Our office team - dedicated to all admin processes
- No long term contracts, no yearly commitments
- Easy registration process

Log in to the student portal here: <https://pagemusiclessons.opus1.io/register>

Please read on for details!



We're In Transition to New Software

Page Music Lessons is in transition to Opus1 software. We will update our full Student Policies document asap. Until that's complete, the following items supersede related items found below.

The Opus1 software will generate auto-notifications via email (which you can adjust w/in the Opus1 portal). Please make sure you're receiving these emails!

Scheduling (during enrollment)

- Use the Opus1 portal to register for lessons, or contact us
- New Student lessons. Available only for students new to PML. This is a single lesson at the membership rate, and an excellent way to get started w/ us.
- Membership Plan - recurring weekly lesson program (1 lesson/week)
- 4-packs - no longer offered
- Single lessons

- Online scheduling/enrollment - This should be much smoother w/ Opus1. Contact us w/ any questions.

Rescheduling

- Students must use the Opus1 portal to reschedule their own lessons. (Our previous google form is no longer available for use.)
- With 48-hr notice you can cancel any lesson.
- You will be issued a "make-up credit". Use the credit to reschedule. You can choose your regular instructor, or any available instructor.
- Make-up credits expire after 60 days.
- Students cannot reschedule a make-up lesson.
- Students can request to remove future unbilled lessons by contacting the office. This may be used to accommodate vacation dates or a business trip, etc, but only applies to future (unbilled) months. Students cannot request more than 3 such lesson removals per quarter. For longer breaks, students can put their membership on hold - see Hiatus below.

Exceptions and Changes to Weekly Lessons: Dropouts

- Students must submit a Hiatus/Dropout Form to dropout.
<https://pagemusiclessons.com/contact-us/forms/>
- The form must be rec'd by the 15th of the month.
- Lesson credits - including all make-up credits - will expire at the end of the month.
- Any and all lesson payments prior to dropout notice will not be refunded.

Instructor Time off and Instructor Cancellations

- PML will notify students of any instructor time off or conflicts.
- Students will be issued a make-up credit, noted "Staff canc". Students must use the credit to reschedule. You can choose your regular instructor, or any available instructor.
- "Staff canc" make-up credits never expire during your active membership.

Enrollment and Payments

All lesson plans are paid in advance. PML will not confirm any scheduling for any plan without payment. All lessons, lesson plans, and automatic monthly payments are nonrefundable.

- New Student lessons. Available only for students new to PML. This is a single lesson at the membership rate, and an excellent way to get started w/ us.

- Membership lessons. Recurring weekly lesson program (1 lesson/week). Students can enroll at any time. Opus1 will automatically prorate your first month as needed.
- Registration fee. One time fee at enrollment.
- The membership no longer requires a 2-mo commitment to enroll.
- Quarterly reviews no longer apply.
- Opus1 will automatically generate each monthly bill, based on the number of weekly lessons. Please note: some months may include a 5th lesson.
- Automatic monthly payments process on the 23rd of the prior month.

Please see below for our “old” policy document. All policies apply, unless superseded by those above. Don’t hesitate to contact us if you have questions.

Thank you for your patience during this transition!

- The Page Music Lessons Team

Satisfaction Guarantee

First and foremost, we want to make sure you’re happy studying with us. We are confident that you will receive excellent instruction. However, if you attend your first lesson and notify us within 48 hours that you are not completely satisfied for any reason, we will assist in transferring you to another instructor better suited to your interests.

Contact

All administrative tasks - including enrollment, payments, scheduling, cancellations, events, customer care, etc. – are handled through the PML office.

- Please do not contact your instructor.
- 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) (call/text)

Students are required to provide an email address and cell phone number. We will send important info via email. We can also text. If you have a preference, let us know.

Student accounts must have one “point person”, 18 y/o +, who serves as the primary contact. We will not confirm any admin tasks with a minor.



Scheduling

Nearly 100% of our students schedule weekly lessons. It's widely recognized as the best way to learn an instrument. With that said, our policies allow for scheduling around vacations and business trips, studying more than one instrument, attending lessons twice a week, and more.

Lessons are scheduled and confirmed with PML. Once confirmed, lessons will count toward the student's lesson plan. For changes to confirmed lessons, see Rescheduling below.

Membership Plan: The Membership Plan is a recurring weekly lesson program (1 lesson/week). Upon enrollment, members choose a weekly lesson day/time, and are confirmed for recurring weekly lessons to study with a primary instructor. Recurring weekly lessons are scheduled for that day/time, indefinitely.

4-Pack: All 4 lessons are scheduled at the time of purchase, to study with a primary instructor. We strongly recommend weekly lessons. If there is an existing schedule conflict, other arrangements are possible, and a lesson every week is not required.

Singles: Flexible scheduling. Schedule your single lesson(s) at your convenience. We will not "hold" a recurring lesson day/time if you purchase a single lesson(s).

Online Scheduling: You are welcome to use our online scheduling system, but admittedly it's not perfect. Should you have any questions or don't find what you're looking for, please contact us. If you purchase your Membership Plan through our online store, you have the option of scheduling your first lesson. If you choose to schedule your first lesson online, we will consider this as a request for your recurring weekly schedule and will complete the remaining data entry for you. If you purchase a 4-pack online, and you schedule your first lesson, we will consider this as a request for your preferred day/time for the remaining 3 lessons, and will complete the data entry. If you schedule lessons online for non-consecutive or random days/times, or to study with different instructors, the PML Office may need to work with you to reschedule depending on instructor recurring availability.



Unlimited Rescheduling

Our students may reschedule as often as needed, with the only restrictions being the following guidelines. Students are required to use our online forms, found here:

<https://pagemusiclessons.com/contact-us/forms/>

Option A: 48-hour notice. With a minimum of 48 hour notice, you may reschedule a lesson. Here are the requirements.

- You must use our Reschedule Request Form. If you email/text us to reschedule, it's more than likely that we are going to refer you to this form!
- You must actively reschedule/confirm a new lesson date/time. You must complete the rescheduling no later than the original lesson date. Simply informing us that you need to reschedule, but not completing the rescheduling, does not count as rescheduling.
- For the instructor's sake, the rescheduled lesson must occur within the same pay period – preferably during the same week but up to two weeks out.
- Rescheduling may involve attending more than one lesson in a given week.
- Rescheduling may involve adding time to two future lessons - a popular option for many students.
- You cannot replace an existing future lesson as an attempt to reschedule.
- Once a lesson has been rescheduled, it cannot be rescheduled again. Sorry - that's too much!
- Rescheduling is done at PML's discretion, and based on the instructor's availability. We will work with you and the instructor to find a solution, but it is possible that a given lesson cannot be rescheduled.

Option B: 2-week notice. With 2-week notice, you can do some rescheduling, inform us of a vacation, or make more significant changes to your lesson plan. Here are your options.

- Reschedule your lesson(s). Please see Option A above. More notice for rescheduling is always good!
- Remove a lesson from your schedule with no charge. We recommend rescheduling it for consistency, but if no options are possible, we can simply remove it. Use our Reschedule Request Form.
- Inform us of a vacation or time off, and we can reschedule/remove per above. Use our Reschedule Request Form.
- Request a hiatus from your membership. See Hiatus section below.
- Transfer to a new instructor. Sometimes a fresh perspective or a change of styles is the best thing for your progress. Contact us.
- Change instruments. This will likely result in transferring instructors as well, but learning a different instrument can be a rewarding experience! Contact us.



Media Makeups and Cancellations

For a lesson that the student elects to cancel - with less than 48 hour notice, or if the student chooses not to reschedule - the student can request a custom media-rich makeup lesson. Upon receiving the student request, PML will notify the instructor to create and send an electronic makeup lesson, which may include video content and other appropriate media/materials. Requests should be submitted by the original lesson date. PML's current platform for electronic makeups is LessonMate but is subject to change. Lessons

cancelled by the student, including no-shows, will count as part of the student's lesson plan. As a courtesy to the instructor, please notify PML about your cancellation. Do not contact the instructor (see Contact above)



Exceptions and Changes to Weekly Lessons

Rescheduling: See rescheduling options A and B above.

Holidays: PML is closed on the following national holidays - New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. We will contact you about alternate lesson times and request that you use our Holiday Conflict Form.

Hiatus (Membership Plan): With 2-weeks notice, you may put your Membership on pause or hiatus. Students love this option to accommodate summer vacations, business trips, etc.

- Students are required to use the Hiatus/Dropout Form to request a hiatus.
- You will still be an active member (see Dropouts below), but during your requested date range, you will be taken off the lesson calendar.
- Monthly automatic payments will not be applied to any full month that you are away.
- Any payment adjustments will be addressed at the next quarterly account review (see Quarterly Adjustments below).
- You may be required to schedule a new weekly day/time when you resume.
- If you go on hiatus but are unsure of your return date, we will hold your remaining lessons for one year. Contact us at any time within one year to extend the hold.

Dropouts (Membership Plan): To dropout of the membership plan, members must give one month's notice by submitting a Hiatus/Dropout Form.

- The dropout form must be received before the first of the month, or your card on file will be charged for an additional month (on the 1st).
- If the student does not use the Hiatus/Dropout Form to confirm their dropout, monthly automatic payments will continue as usual, indefinitely.
- As your Last Month is paid upon enrollment, you do not pay again for your Last Month.
- PML will do an account review upon receiving your dropout notice and notify you of your remaining lesson schedule.
- If any lessons remain in the student's account beyond the one month's notice, a refund for the remaining lessons may be issued upon request.

Instructor Time Off: If your primary instructor has a scheduled date(s) off, PML will contact you and request that you fill out our Instructor Conflict Form. We'll reschedule to an alternate date/time with your instructor or with a substitute instructor (below).

Substitute Instructors: PML encourages all students to work with a sub when necessary, particularly if your primary instructor will be away for more than a week. You will gain invaluable experience working with a sub, who will often have their own unique perspective on your lesson material, while keeping your lesson schedule consistent. If your instructor has a scheduled date(s) off, and there are no rescheduling options available with your primary instructor, PML will provide a substitute instructor at your recurring lesson day/time. If your primary instructor has more than 1 week off, PML will provide a substitute instructor at your recurring lesson day/time. PML will facilitate communication about your lesson materials and interests between your primary instructor and the sub. If you are unsatisfied with the sub for any reason, contact us and we'll make it right.

Transferring Instructors: If the member's primary instructor leaves the staff, PML will work with you to transfer to another PML instructor. Members are required to study for at least one month with a new PML instructor and may try multiple instructors if needed. Should the transfer to any instructor prove unsatisfactory, contact us and we'll find a solution. If a student would like to initiate a transfer to a different instructor, please see Rescheduling above.

Instructor Last-Minute Cancellation: If an instructor must cancel a lesson at the last minute, PML will contact you to reschedule asap.

Late: Our instructors are timely, and PML 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, PML will make sure you receive the full time you have paid for, either by adding time at the end of the lesson, or to a future lesson.

Enrollment and Payments

All lesson plans are paid in advance. PML will not confirm any scheduling for any plan without payment. All lessons, lesson plans, and automatic monthly payments are nonrefundable (although see Satisfaction Guarantee, Quarterly Reviews, and Dropouts for details).

Students can enroll at any time throughout the year. We're open year-round and do not have semesters, etc. When you enroll, we will get you started as soon as possible, but may need a few days to confirm. You are welcome to enroll online, but if you don't see what you're looking for please contact us and we'll go over all the options.

Membership Plan: Members may enroll at any time. You can enroll mid-month (and your payment will be adjusted accordingly). The Membership Plan requires a 2-month minimum commitment (equivalent to 8 lessons). The monthly payments are based on 4 lessons per month. Upon enrollment, members pre-pay for the first month (hereinafter referred to as First Month) and an additional month (hereinafter referred to as Last 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.

Example: If you join on Jan 1, you pay for Jan (First Month) and Feb (theoretical Last Month) up front. On Feb 1 your card is automatically charged for one month, and March is now your theoretical Last Month.

A credit/debit card will be retained on file. If a student enrolls in the Membership Plan mid-month, the First Month payment can be prorated upon request.

4-Packs and Singles: Students enroll by making their payment and scheduling with PML. See Scheduling.

Quarterly Adjustments (Membership Plan): Our quarterly adjustment policy helps us balance your lesson account. While maintaining a consistent monthly payment based on 4 lessons in a month, it accounts for calendar irregularities, additional lessons, requested time off, etc.

PML will review and adjust each membership account on a quarterly basis (1/1, 4/1, 7/1, 10/1). While the automatic monthly payment is based on a 4 week schedule (the average number of weeks in a month), because of calendar irregularities and time off requests, you might receive more or less than 12 lessons in a given quarter, and 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 of a credit: 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 (for which you gave PML proper notice), you only had 11 scheduled lessons. Your 4/1 payment would then be reduced by 1 lesson.

Q1 lessons scheduled: 11

Q1 lessons paid: 12

The regular monthly payment on 4/1 reflects a change of: -1 lessons (current monthly rate - one lesson at current per lesson rate = customer charged for three lessons instead of four)

Example of a debt: As a member between 4/1 and 6/30 (2nd quarter), you paid for 12 lessons (4 each month), but attended every week of the quarter and had 13 scheduled lessons. Your 7/1 payment would then be increased by 1 lesson.

Q2 lessons scheduled: 13

Q2 lessons paid: 12

The regular monthly payment on 7/1 reflects a change of: +1 lesson (current monthly rate + one lesson at current per lesson rate = customer charged for five lessons instead of four)

Members are expected to take a minimum of 10 lessons per quarter. If a student needs additional weeks off, see Hiatus above. A quarterly adjustment will not result in a refund, although upon request, remaining lesson credits could be applied to the next quarter.

Gift Certificates: All of our lesson plans are available as a gift. As a gift certificate purchaser, you agree to these policies, but you are not required to schedule any lessons. The recipient must also agree to these policies and may begin their lesson plan at any time. Gift purchasers may take advantage of the membership rate by purchasing 2 months of lessons, equivalent to an "8-pack" of lessons. As the purchaser, you are not obligated to pay membership payments beyond the initial payment (unless you elect to continue to pay for the recipient). Once the recipient gets started, they are encouraged to consult with PML about continuing with their own lesson plan. Gift certificates are transferable but are not refundable, and do not expire.

Lesson Location

Students choose where they would like to receive their lessons - at our studio, in-home (where available), and online. The student picks a primary location type, which will be the default. Hybrid models can also be arranged, with a combination of in-person and online lessons.

All instructors are available to teach online, most teach at our studio, and some will conduct in-home lessons. PML manages all such availability - contact us for details.

Change of location: Subject to instructor availability, students may change the location of their lessons, but must notify PML as follows:

- To change to an online lesson (if you are normally in-studio or in-home), same day notice should be fine. However please note that a) it's subject to PML variable office hours, and b) the more notice we can give the instructor, the better, as their teaching preparation as well as their tech set-up may be improved if they know in advance. More notice is better!
- To change to an in-studio lesson (if you are normally online or in-home), 48-hr notice is required as the instructor may need to change their travel/commute schedule accordingly.
- To change to an in-home lesson, contact us. In-home lessons are available only in select neighborhoods, incur travel fees, and can involve more complicated travel schedules.
- If the change of location requires a change of instructor, 2 weeks notice is required.

Hybrid: Students may set up a hybrid plan of locations, of any available combination with the student's primary instructor. For example, you could attend at our studio the first week of each month, and receive online lessons for the following weeks remaining in that month. Or alternate each week between the two, etc. Once confirmed with PML, for any changes of location to your hybrid plan, see Change of Location above.

Studio Closures: If PML needs to close our studio, for any reason or duration, the student will receive online lessons at their confirmed lesson day/time. PML will notify the student if the change to online lessons is temporary (such as one or two lessons), or indefinite (such as due to an ongoing public health emergency). Obviously, we prefer to keep our studio open; but we will close for any reason, at our discretion, including but not limited to: public health emergencies (such as COVID-19), inclement weather, flooding, public transportation shutdowns, power outages, and public safety issues.

Additional Terms

Injuries: All students, and including parents and legal guardians of minor 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 / Video Release: PML is hereby granted permission to take photographs and videos of the students to use in brochures, web sites, posters, social media content, advertisements and other promotional materials the school creates. Permission is also hereby granted for PML to copyright such photographs and videos in its name.

Agreement: By purchasing any lesson plan, the customer agrees that they have read, understood, and agree to these policies. These policies apply to the initial lesson plan and all future lessons, including any lesson plans purchased for others (family members, gift certificates, etc.). PML reserves the right to change these policies at any time. "Page Music", "PML", "the office" and "we" refers to Page Music Lessons, Inc. "Member", "Customer", "Student" and "You" refers to the student and/or the point person on the account (parent, guardian, etc.).