

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 must conduct their own rescheduling via the Opus 1 student portal
- Provide notice to drop-out by the 15th of the month

Please see below for specifics.

Features include:

- No long term contracts - Our membership subscription is month-to-month.
- Easy registration process
- Our software - Opus 1 - makes viewing and managing your lessons easy.
- Our office team is dedicated to helping you with all admin processes.

Access the Opus 1 student portal here: <https://pagemusiclessons.opus1.io/register>

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. If you attend your first lesson and notify us within 48 hours that you were not completely satisfied for any reason, we will assist you in transferring that lesson to another instructor better suited to your interests. All lessons and lesson plans are non-refundable.

Contact

All administrative tasks - including enrollment, payments, scheduling, cancellations, events, customer care, etc. – are handled through the Opus 1 student portal and the PML office, not through your instructor.

- Please do not contact your instructor.
- Scheduling requests, cancellations, and dropout notifications made through the instructor will not be honored.
- Contact us at info@pagemusiclessons.com or 617-267-PAGE (7243) (call/text)
- Opus 1 Student Portal: <https://pagemusiclessons.opus1.io/login>

Students are required to provide an email address and cell phone number. The Opus1 software will generate auto-notifications via email (which you can adjust within the Opus1 portal). Make sure you're receiving these emails! Please save "no-reply@notifications.opus1.io" to your email contacts. You may also want to add a filter such as "never send to spam".

Student accounts: For students under 18 y/o, in Opus 1, please set up an Account Manager (adult) and a Dependent (child).

Enrollment, Payments, Scheduling

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.

Students may enroll at any time throughout the year. We're open year-round and do not have semesters.

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.

New Student Lessons: Our New Student lesson - a single lesson at the Membership price point - is a great way to try it out. Available for new customers only. One New Student Lesson per new customer. Note that a New Student lesson will not hold a lesson time for you for future weeks (a membership will).

Upon completion, Opus 1 will email a proposal to join our Membership plan at the same time/day/instructor. Click "Review and Accept", or select other options.

Membership Lessons: The Membership Plan is a subscription for recurring weekly lessons, consisting of 1 lesson/week, billed monthly. Upon enrollment, members choose a weekly lesson day/time and instructor, and are confirmed for recurring weekly lessons, indefinitely. It's a simple month-to-month commitment - to discontinue see Dropouts below.

Membership Billing: Opus 1 generates invoices based on the number of weeks in a month (normally 4, occasionally 5). It will prorate the invoice if you are enrolling mid-month, so you can get started anytime. New members pay a one-time registration fee. New members pay the first invoice at enrollment. Subsequent monthly invoices are automatically billed to the card on file seven days prior to the 1st of the month.

Single Lessons: For existing customers who cannot commit to a membership, single lessons are available at a higher cost/lesson. Schedule your single lesson(s) at your convenience. A single lesson will not hold a lesson time for you for future weeks (a membership will).

For studying more often than once a week, or multiple instruments, you may purchase an additional membership or contact us for options.



Using Opus 1

Log in to the Opus 1 Student Portal: <https://pagemusiclessons.opus1.io/login>

- View all your upcoming lessons and events, along with exact time, location, teacher, room etc.
- Manage your payment methods
- Keep your contact information up to date
- Register for classes and events
- Cancel lessons & reschedule



Unlimited Rescheduling

Students may reschedule as often as needed, with the following restrictions:

Normal Rescheduling:

- Students must use the Opus1 portal to reschedule their lessons.
- With 48-hr notice you can cancel a lesson and you will be issued a make-up credit. In Opus 1, select “Cancel”.
- Use the credit to reschedule. Click the “Use” button. You can choose your regular instructor or any available instructor.
- With less than 48-hr notice you can late cancel a lesson but you will not be issued a make-up credit.
- Make-up credits expire after 60 days during your active membership.
- Students cannot reschedule a make-up lesson.
- Rescheduling may involve attending more than one lesson in a given week.
- Make-up credits cannot be used as a replacement for weekly lessons.
- Students cannot replace a regular weekly lesson with a makeup lesson. For example, please do not cancel your regular lesson and attempt to use a makeup credit in the same time slot.

Additional Rescheduling Options:

- Rescheduling may involve adding time to two future lessons. To request this option, please contact us and we will split your makeup credit into two “Add Time - Make ups”. Then click the “Use” button to reschedule.
- You can use a makeup credit to try a different instrument. Contact us with the instrument you’re interested in and we’ll update the credit. Then click the “Use” button to reschedule.
- The Opus 1 portal will not display rescheduling options less than 4 days from now. You may contact the office to inquire, but it’s subject to both instructor and office staff availability.

Attend Online:

- Students who attend At Our Studio can change any lesson to an online lesson. See Location Location below.

Request LessonMate:

- Students can request a LessonMate for any lesson that they cannot attend live.
- In the student portal, click “Request LessonMate”.
- The instructor will create and send an electronic (non-live) lesson, which may include video content and other appropriate media/materials, via LessonMate. You’ll receive an email notification when it’s available to view on LessonMate.
- Your first email from LessonMate may end up in your spam folder. Check there and add them to your safe emails list.
- Note that when you click “Request LessonMate”, your live lesson is canceled and your instructor will be notified as such.



Exceptions and Changes to Weekly Lessons

Rescheduling:

- See Rescheduling above.

Staff Canceled Lessons:

- For any lesson that your regular instructor is unavailable to teach, and for holiday closures, you will be issued a Staff Cancellation Make-up Credit.
- Use the credit to reschedule. Click the “Use” button. You can choose your regular instructor or any available instructor.
- Staff cancellation make-up credits never expire during your active membership.

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.
- You will be issued a Staff Cancellation Make-up Credit.

Removing Unbilled Lessons:

- With 2-weeks notice, students can request to remove future unbilled lessons by contacting the office.
- This option may be used to accommodate vacation dates or a business trip, etc, but only applies to future unbilled lessons.
- You must specifically request to remove the lesson from your schedule. If unspecified, you will be issued a make-up credit.
- Students cannot request more than 3 such lesson removals per quarter. For longer breaks, students can put their membership on hold.

Holds:

With 2-weeks notice, you may put your Membership on hold. Please contact the office.

- Holds apply to future unbilled lessons.
- You will still be an active member, but during your requested date range, you will be taken off the lesson calendar.
- Billing for future unbilled lessons during the hold will be removed and your invoice will be adjusted.
- The Hold will hold your regular day/time with your instructor, thereby preventing another student from permanently booking your time slot.
- The maximum length of a hold is 1 month. We will consider longer hold exceptions during the summer months.
- During a hold you may not use make-up credits. Your make-up credits, if any, will be reinstated at the end of your hold.

Dropouts:

To drop out of the membership plan, members must give notice by the 15th of the month. Please contact the office.

- Students must submit a Dropout Form to dropout.
<https://pagemusiclessons.com/contact-us/forms/>
- The form must be received by the 15th of the month.
- Dropouts apply to future unbilled lessons.
- Lesson credits - including any make-up credits - will expire at the end of the month.
- Lesson payments prior to dropout notice will not be refunded. All lessons and lesson plans are non-refundable.

Indefinite Hiatus:

If you need to take a longer break but intend to resume your lessons in the future, you can request an indefinite hiatus. You must give notice by the 15th of the month. Please contact the office.

- Students must submit a Hiatus Form to dropout. <https://pagemusiclessons.com/contact-us/forms/>
- The form must be received by the 15th of the month.
- An indefinite hiatus applies to future unbilled lessons.
- Lesson credits - including regular makeup credits, if any, will expire at the end of the month.
- Staff canceled makeup credits, if any, can be reinstated when you resume your membership, upon request.

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. PML will facilitate communication about your lesson materials and interests between your primary instructor and the sub.

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 the remainder of the current month with a new PML instructor. You may try multiple instructors if needed. Should the transfer to any instructor prove unsatisfactory, contact us and we'll find a solution.

If you would like to initiate a transfer to a different instructor, or change instruments, please contact the office. We generally require 2-week notice for a transfer.

Late policy: Our instructors are timely, and PML strives to run on schedule all 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.



Lesson Location

Students choose where they would like to receive their lessons - At Our Studio, Online, and In-Home (where available). 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 a few will conduct in-home lessons. For In-Home availability and additional fees, please contact the office.

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

- To change to an Online lesson (if you are normally At Our Studio), there are two options.
- In advance, please contact the office and we'll change it for you in Opus 1.
- Using Opus 1, you can click "Join Online" on the lesson. The "Join Online" button only becomes available about 15 min prior to the start time. While not required, we recommend also emailing/texting the office when you use this option.
- To change to an At Our Studio lesson (if you are normally Online), please contact the office. 48-hr notice is required as the instructor may need to change their travel/commute schedule accordingly.

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 other than national holidays (see above), 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.



Gift Certificates

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 at least 1 month of lessons (4) (plus registration fee). 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.



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 or lesson plan, the customer agrees that they have read, understood, and agree to these policies. These policies apply to the initial lesson 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.).

All students must accept our policies. Opus 1 will notify you that your lesson plan has terms and conditions that are required to be reviewed and accepted. Click the button in the notification, or within the student portal, to review and accept.