

PAGE MUSIC LESSONS: STUDENT POLICIES

Intro

Welcome to the Page Music Lessons student policies. First of all, thanks for reading! 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. The basic principles are:

- 48 hour notice to reschedule a lesson.
- Students conduct their own rescheduling via the [Opus 1](#) student portal.
- Make up credits may be used to reschedule a lesson, but cannot be used to replace regular lessons and cannot be applied to invoices.
- Provide notice to dropout by the 15th of the month.

Features include:

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

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 PML office and the Opus 1 student portal, not through the instructors.

- 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)

Students are required to provide an email address and a cell phone number. Opus1 will generate auto-notifications via email. Make sure you're receiving these emails! Please save "no-reply@notifications.opus1.io" to your email contacts.

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

Using Opus 1

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

Here's a synopsis* of what students can do with Opus 1.

- View all your upcoming lessons and events, along with exact time, location, teacher, room etc.
- Cancel lessons (48-hr notice) to generate a make up credit
- Reschedule lessons using make up credits (Click the “use” button on the credit.)
- Late cancel a lesson
- Change a lesson location to Online (Click the “Join Online” button on the lesson.)
- View invoices
- Manage your payment methods
- Keep your contact information up to date
- Register for Events

Opus 1 generates notifications immediately helping to ensure that you, the instructor, and the office are informed in a timely manner.

*For more detailed info, please see below.

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.

Weekly Lessons: 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 experience a lesson. Available for new customers only. One New Student lesson per customer per instructor.

Upon completion of your New Student lesson, 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 per 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 your membership 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. Note that the invoice will state "due on October 1st 2024" (for example) but will be processed 7 days prior.

Single Lessons: For existing customers who cannot commit to a membership, single lessons are available at a higher cost per lesson. Log in to Opus 1 first, and then schedule your [single lesson](#) at your convenience.

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



Rescheduling

For rescheduling, Opus 1 utilizes make up credits, generated by the student (client) and by PML (staff). Students have the ability to use their make up credits at their convenience, but be advised it is up to the student to use them before expiry and during their active membership.

Opus 1 immediately sends notifications to you, your instructor, and the office of any changes made to your account.

Student Rescheduling:

Students can take advantage of unlimited rescheduling, with the following guidelines and restrictions:

- Students use the Opus1 student portal to cancel and reschedule their lessons.
- With 48-hr notice you can cancel a lesson and you will be issued a make up credit. With less than 48-hr notice your cancellation will show as "late canceled" and will not generate a make up credit.
- To cancel, choose the lesson/date and select "Cancel".
- To reschedule using a make up credit, go to your credits and select "Use".
- You may choose your regular instructor or any available instructor (substitute).
- Student-generated 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 make up lesson. For example, please do not cancel your regular lesson and attempt to use a make up credit in the same time slot.
- Make up credits cannot be applied to invoices.

Additional Rescheduling Options:

- Rescheduling may involve adding time to two future lessons. To request this option, please contact us and we will split your make up credit into two “Add Time - Make ups”. Then click the “Use” button to reschedule.
- You can use a make up 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.
- Opus 1 will not display rescheduling options less than 4 days from now. You may contact the office to inquire about options less than 4 days from now, 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 Lesson Location below.

Substitute Instructor:

- 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, including materials in your LessonMate account.
- Make up credits can be used with any available instructor.

Request LessonMate:

- Students can request a LessonMate for any lesson that they cannot attend live. Click “Request LessonMate” on the lesson/date.
- When you choose “Request LessonMate”, your live lesson is canceled and your instructor is notified as such.
- This is not an “online lesson” or a “Zoom lesson”.
- 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.



Exceptions and Changes to Weekly Lessons

Rescheduling:

- For normal rescheduling, see Rescheduling above.

Change Your Recurring Lesson Time/Day:

- To change your recurring weekly lesson time and/or day, please contact us. (This action cannot be done using Opus 1.)
- To change your regular instructor, please see Transferring Instructors below.

Staff Canceled Lessons:

- For any lesson that your 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 expire after 6 months during your active membership.
- Staff cancellation make up credits cannot be applied to invoices.

Holidays:

- PML is closed on the following national holidays - New Year’s Day, MLK Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
- If your weekly lesson falls on one of the above holidays, you will be issued a Staff Cancellation make up credit.

Removing Unbilled Lessons:

- Students can request to remove future unbilled lessons by contacting the office. The student will not be billed for that week and will not be issued a make up credit.
- This option only applies to future unbilled lessons.
- This option may be used to accommodate vacation dates or a business trip, etc.
- You must specifically request to remove the lesson from your schedule. If unspecified, you will be billed normally and 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 to do so.

- 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.
- You may not use make up credits during a Hold. 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 and submit a Dropout Form.

- 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. For example, if you intend to stop taking lessons in October, you must give notice by 9/15.
- Any remaining make up credits will expire at the end of the month. For example, if you give notice to dropout by 9/15, your make up credits will expire on 9/30.
- 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.
- Student-generated make up credits will expire at the end of the month.
- Staff canceled make up credits can be reinstated when you resume your membership, upon request.
- The registration fee will be waived upon re-enrollment.

Transferring Instructors: If the member's primary instructor leaves the staff, PML will work with you to transfer to another PML instructor. You may try multiple instructors as 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 may require 2-week notice for a transfer but will try to accommodate your request as quickly as possible.

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 late 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 or 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 and most teach at our studio.

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:
- If you know in advance, please contact the office and we'll change it for you in Opus 1. If you do not receive a notification as such (for example, if we are out of the office), continue with the next option.
- Using Opus 1, 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, 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.). These policies may be referred to as “policies”, “student policies”, “terms and conditions”, “T and C”. 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. Upon enrollment, 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.