

PAYMENT AND CANCELLATION POLICY

Effective March 1, 2023

By enrolling and continuing in lessons at Accent Music Lessons you are agreeing to abide by the payment and cancellation policy.

Invoices will be sent at the end of every month regarding the next month's scheduled lessons.

The client is responsible to read the invoice and inform us of any changes by calling the office.

OFFICE (618) 222-0100.

Otherwise, the schedule and charges will be as stated on the invoice.

Payment Policy

Price = \$22.00 per 30 minute lesson. \$44.00 per 1 hour lessons.

A \$2.00 service fee will be added to invoices for customers that are paying using Venmo, a credit card in-person, or with Square online.

A \$3.50 service fee will be added to invoices for customers that pay with a credit card over the phone. This form of payment is the most costly way for me to accept payments. A customer will not be charged both service fees. It is either \$2.00 or \$3.50. It is never both charges, unless multiple payments are made.

Payment is due prior to services rendered on or before the first lesson of the month for the month.

- 1.) A \$5.00 late fee will be added if payment is not made by the 2nd lesson.
- 2.) An additional \$3.00 late fee will be added if payment is not made by the 3rd lesson.
- 3.) Any future lessons may be terminated if no payment is received by the 3rd lesson.

Minimum payment per month is \$66.00 for half hour lessons or \$132.00 for hour lessons.

24 Hour Cancellation Policy

Cancellations or changes must take place at least 24 hours prior to the lesson by calling Accent Music Lessons at (618) 222-0100. Always leave a message because all calls are time stamped 24/7.

When you cancel your lesson with at least 24 hours notice:

- 1.) You will have 4 weeks from the date of the canceled lesson to make up that lesson.
- 2.) No monetary credit will be given for the lesson.

If a student is feeling ill the day before a lesson, we recommend canceling the lesson and rescheduling it on another day when he / she is feeling better.

* Cancelling with less than 24 hours notice will result in forfeiture of that lesson. No make up or credit will be given.

* Please do not cancel by email unless it is more than 24 hours in advance. Phone calls are greatly appreciated.

Students who are absent for two weeks without notification will lose their reserved time slot.

Returned checks will be charged a \$25.00 fee.

Credit Policy

Monetary credit will **ONLY** be given when cancellations are made by Accent Music Lessons (i.e., if an instructor cancels or misses a lesson, or if the studio closes for any reason).

All lessons continue into the next month until you notify us of termination.

Students who drop out are NOT entitled to a refund! No Exceptions. No refund for gift cards, too.