



## POLICIES

AUGUST 2018

### TEACHING PROGRAM

Maestro Makers offers a full year program of in-home lessons to develop and maintain the skills of its students through mentoring by its professional teachers. That program is organized into 3 Trimesters.

Trimester 1 – September 4, 2018 through December 21, 2018

Trimester 2 – January 2, 2019 through May 31, 2019

Trimester 3 – (Summer Trimester) June 4, 2019 through August 31, 2019

In order to provide for other commitments of the teacher, the Summer Trimester is at the teacher's discretion. While most teachers teach students throughout the summer, requirements for lessons may vary by instructor.

In order to provide time for the teacher to adjust his/her schedule, once the student has enrolled in the program, 14 days written notice is required for the student to withdraw from the program, and the student will be charged for lessons during that period.

### PAYMENT POLICY

Lessons are scheduled on a weekly basis.

For 9/4/2018 – 8/31/2019, lessons will be invoiced in the following way:

- Invoices will be emailed to students on the 20th of the month for the entire month's lessons.
- Payment is expected by the 25th of the month. Payment can conveniently be made with either major credit or a withdrawal from your checking account using ACH. ACH is the preferred method. Checks and cash are not accepted. A late charge of \$15 will be assessed if payment is made after the 25th of the month.
- Teachers are not authorized to accept payment directly from students.
- Contact Maestro Makers if you feel there is an error with the bill.



## CANCELLATION POLICY

Both the student and the teacher's time is valuable. As a courtesy, if a student is unable to attend a scheduled lesson, please notify the teacher at least 24 hours before the scheduled lesson. However, cancellations are subject to limits. The student may cancel one lesson in Trimester 1 and two lessons in Trimester 2 without charge, but lessons cancelled after that will be charged. Lessons cancelled the same day will be charged, but do not count towards the allowed cancellations per Trimester. Trimester 3 (Summer) lesson cancellations will be charged if cancelled the same day. Make-up lessons and rescheduled lessons are at your teacher's discretion.

Lessons will not be scheduled or charged for major holidays. Individual teacher policies may vary regarding lessons which would occur during the Thanksgiving Holiday weekend, Memorial Day weekend, and Labor Day weekend.

Lessons missed by teachers will not be charged, unless rescheduled.

## MISCELLANEOUS POLICIES

A parent, guardian, or other responsible adult should be at the home when lessons are being provided to any student under the age of sixteen.

In order to provide the best environment for teaching and learning, please limit any undue or excess noise and disturbances.