



## POLICIES

SEPTEMBER 2020

### TEACHING PROGRAM

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

Trimester 1: September 1, 2020 – December 18, 2020

Trimester 2: Jan 4, 2021 – May 28, 2021

Trimester 3: (Summer Trimester) June 1, 2021 – August 31, 2021

In order to provide for other possible commitments, the Summer Trimester is at the discretion of the teachers. While most teachers offer student instruction throughout the summer, requirements for lessons vary by instructor.

In order to provide time for the teacher to adjust his/her schedule, once a student has enrolled in the program, 14 days written notice is required 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 9/1/2020 – 8/31/2021, lessons will be invoiced in the following way:

- Invoices will be emailed to students on the 20th of each month for the entire month of lessons.
- Payment is expected by the 25th of the month. Payments can be conveniently made with a major credit card, or direct to checking account using ACH. ACH is the preferred method. Checks and cash are not accepted. A late charge of \$20 will be assessed if payment is made after the final day of the month.
- Teachers are not authorized to accept payment directly from students or parents in any way.
- Please contact Maestro Makers if you feel there is an error with any billing.

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## CANCELLATION POLICY

Both the student and the teacher's time is valuable. As a courtesy, if a student is unable to attend a lesson, please notify the teacher at least 24 hours before the scheduled lesson.

Please note that cancellations are subject to limits.

Students are welcome to cancel **one** lesson in Trimester 1, and **two** lessons in Trimester 2 without charge. Lessons cancelled beyond that will be billed. In addition, per standard industry practice, cancellations occurring the same day as the scheduled lesson will be charged, but do not count toward the allowed cancellations per Trimester. Trimester 3 (Summer) lesson cancellations will only be charged if cancelled on the same day. Make-up lessons and rescheduled lessons are at your teacher's discretion.

Lessons will not be scheduled or charged on major holidays. Individual teacher policies may vary regarding lessons 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 must be in 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 undue or excess noise and disturbances.

In-home lessons are offered at the discretion and precautions of students and instructors. Maestro Makers cares about its students and instructors but cannot be held responsible for health related considerations. Virtual lessons are available for those who would rather learn remotely.