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www.HarmonyMusicAcademyTX.com

# STUDENT/PARENT AGREEMENT OF POLICIES

*Updated August 2024*

## **Scheduling:**

1. Upon registration for a semester, it is understood that each student is paying for a specific time and day each week. Should a student need to miss a lesson at any time, we cannot guarantee a reschedule will be possible, however they are usually able to be made up with some diligence on the student/parent's part.
2. If a student must miss a lesson for any reason (vacations/family gatherings/school or work obligations/illness/etc.), the student or parent will be responsible for cancelling the lesson on My Music Staff ahead of time. If the lesson is not canceled with a minimum of **8 hours' notice**, a makeup credit will not be generated.
  - a. Because each teacher is booked with many different students during their set availability, reschedules can never be guaranteed.
  - b. Upon cancellation of a lesson, the student or parent will likewise be responsible for registering for a reschedule online.
    - i. Lesson times available for reschedules will be marked with the "recycle" symbol. If no openings are available, simply check again in a day or two. As other students cancel lessons, their spots will be marked as "available" for that date.
  - c. If you have not created a login for this online program, please email HarmonyMusicAcademy@yahoo.com to request a link to do so.
  - d. Make up credits will expire at the end of each semester, so please be diligent to check for availability if you have a credit. These credits will not roll over to the next semester and cannot be refunded.
  - e. HMA does want each student to receive all his/her lessons, and we understand that emergencies sometimes come up. In the event of a serious vehicle accident/sudden illness/death of a family member/major injury/etc. please email us and we will make every effort to work with you in these instances.

3. If an instructor should be unable to work his/her scheduled shift due to sudden illness/family emergency/personal emergency/etc., Harmony Music Academy reserves the right to bring in a substitute instructor for that shift. If we are not able to find someone who is available, the instructor will be required to provide another date of availability to attempt reschedules within 5 days of being absent and the families will be notified immediately.

### **Lesson and Performance Standards:**

1. Practice logs should be distributed to each student (mandatory for youth students only) and brought to lessons each week. HMA students should be held accountable by the instructors as well as the parents.
2. It is required that every instructor write weekly assignments in each student's notebook. This is for clarity of expectations, as well as accountability between students and instructors.
3. Students are strongly encouraged to dress up for recitals and festivals, as this creates a more "professional" environment. Our goal in setting this standard is for students to gain true performance experience and learn concert etiquette.
4. If a student registers for a recital or performance of any kind, it is the responsibility of the instructor to help select a qualified and appropriate piece. It is, however, the student's responsibility to adequately prepare for any performance.
5. All performance fees are nonrefundable.

### **Registration Deadlines:**

1. It is the responsibility of the student or parent to register for each semester or event by the posted deadline. Registration deadlines will usually be posted on our **News Board** in the studio, **Facebook page**, and **My Music Staff**. We will also send out regular **emails** containing upcoming deadlines.
2. Event information will be visible on our **website**, as well as on **My Music Staff** as they are booked and confirmed.

## **General:**

1. Once a payment is made for a semester, refunds will not be issued for any reason other than emergencies. Refunds may be issued for an unplanned move to another area or long-term physical injury that prevents a student from using his/her instrument (including voice). If a student is simply unable to keep his/her commitment for the semester, a credit may be applied to the following semester. This will be decided on a case by case instance by management.
2. If at any time, a student or parent has an issue with any of the HMA instructors or staff members, please do not approach the instructor directly. Please reach out to management via email and we will promptly address the issue as deemed appropriate.
3. If a student/parent selects the down payment option for a semester, as opposed to paying in full upon registration, there is an understood agreement between that student (or parent) and Harmony Music Academy that the remaining balance is due by the specified due date. Failure to pay an outstanding balance by the due date will result in a late fee. After 7 days past due, the student will be removed from the schedule.
4. In the event of a major storm or natural disaster, if the school is inoperable for any amount of time (up to 7 days), lessons will not be refunded. Makeup credits can be given upon request, but our normal makeup policies would apply. Examples include lack of electricity, building or equipment damage, or teachers unable to safely travel to work.
5. HMA management will not always be able to respond immediately to texts or emails. Please utilize the resources available for quick answers such as: lesson times, event or performance location/time, registration deadlines, or makeup credits.
6. The semester calendar is posted and will be updated as needed on our website for reference at any time. This will be helpful for holiday or event closures, and semester beginning and ending dates.

## **Resources Available:**

HMA website: [www.HarmonyMusicAcademyTX.com](http://www.HarmonyMusicAcademyTX.com)

Scheduling website: [www.MyMusicStaff.com](http://www.MyMusicStaff.com)

Email for urgent or delicate issues: [HarmonyMusicAcademy@yahoo.com](mailto:HarmonyMusicAcademy@yahoo.com)

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Student/Parent Signature

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Date

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Printed Student Name