



Rhythm Music and Performing Arts Studio
3333-3 Rue Royale
St. Charles. MO. 63301
636-493-9531

contact@rhythmmusicstudio.com

Student Policies

LESSONS AND SCHEDULE

- All lessons are scheduled for a weekly standing lesson. Once you are assigned and agree upon a time and day, that day, time and instructor are reserved for you. We do not allow every other week lessons, or fluctuating schedules.
- You will receive a confirmation email the day before your lesson. Please confirm with us if you intent to arrive or email us if you need to cancel. If the cancelation is late in the day, same day as your lesson, please do both, email and call.
- You are allowed ONE CANCELLATION per 30 days. Any additional cancelations are considered excessive and will be charged regardless of the 24 hour window.
- Lessons continue as usual during the summer months. This is a private studio and we do not follow any type of academic school year. Rhythm Studio is only closed for major holidays (see list of holidays below)
- You should receive an email confirming your lesson the day before. If you find you did not receive an email confirming your lesson, it could likely be because your lesson is not scheduled. That may mean you did not opt in for emails, or it went to your spam. It is also possible we could have made a scheduling error. Please notify us as soon as possible if you did not receive your lesson confirmation email, yet plan to be there.
- Please arrive a few minutes prior to your lesson to ensure you are prepared and ready.
- Any requested permanent schedule change needs to be done through written email. We of course, encourage you to talk with your instructor and the desk staff to give us notice, but email is best as we will have your request from you, without possible transcription error. Then we can better follow through with finding your new schedule
- When lesson books are required for lessons and practice they must be purchased prior to taking them into your lesson or home.
- If you need to cancel a lesson, you must inform us through our email. contact@rhythmmusicstudio.com

PAYMENT POLICY

- We do not charge enrollment fees
- All lessons must be purchased in packages offered
- All lesson payments are to be through automatic debit or credit card.
- With your enrollment you are agreeing to allow Rhythm Studio to charge your credit or debit card by the day of your last lesson of your package in order to continue lessons.
- If the cc or debit card is found to be insufficient, will be automatically remove the student from the schedule and the student is at risk of losing their regular time and instructor. We will make an effort to communicate with you and rectify this before removing you.
- It is your responsibility to ensure you have an updated credit/debit card on file
To understand how to access your account, see below under “Managing your account.”
- Purchase of lessons is non-refundable
- **RENEWING YOUR LESSON PACKAGE:** We provide a reminder via automated email that your package of lessons is running low and that you will be charged by the last day of your current package.
- All students have the ability to log into their account to see their scheduled lessons, their previous visits and how many lessons they have left. If you cannot log in, please contact us.

ABSENCES

- Students are allowed ONE CANCELLATION per 30 days. Any additional cancellations are considered excessive and will be charged regardless of the 24 hour window.
- **EARLY CANCELLATIONS:** 24 hours or more in advance are considered early cancellations and will not be charged to your account. Unless you have already used your cancellation within your 30 days timeframe.
- **LATE CANCELLATIONS:** Cancelling after 24 hours or less prior to your lesson will be considered a late cancellation and will be charged to your account and is not subject to our make up policy
- Repeated cancellations or no-shows are at risk of losing their regular weekly schedule
- ALL ABSENCES, SCHEDULED PRIOR OR SAME DAY NEED TO BE EMAILED TO THE STUDIO. A phone call or in person correspondence to the studio terrific, but the only acceptable absence is through written form for reference via email (if it is just a few hours before your lesson, please call too)
- OUR EMAIL AND PHONE NUMBER ARE AT THE TOP OF THE FIRST PAGE
- Please do not only tell your instructor of your absence or inform the desk staff without an email. At times the communication may get lost.

NO SHOWS

- A “No-Show” is a student who does not show up for their lesson, and does not contact the studio to inform us that they will be absent
- If a student is a no show, we can only assume that student is choosing to discontinue lessons. We do make attempts to reach the student immediately, either during their lesson time, or soon thereafter. If we do not hear from the student WITHIN 24 HOURS, we reserve the right to fill their regularly scheduled spot with another student.

PROLONGED ABSENCES

- We realize at times families take more than one week off for vacations. Rhythm Studio Policy is that we can hold a lesson schedule for two week absences with special submission of request. The lessons in those two weeks will need to be made up and will be deducted from your account.
- If you plan to extend your vacation beyond two weeks and do not intend to purchase more lessons, please let us know in advance so we can work out a return plan as we will not be able to hold your spot. The spot can be hold with payment of lessons from your account.

INSTRUCTOR ABSENCES

- If your instructor needs to miss a lesson, Rhythm Studio reserves the right to provide a substitute. we will make every effort to supply a substitute instructor for you at your regular time and day. We may or may not have the opportunity to inform you of this instructor change
- Our instructors will communicate all necessary information about your lessons to substitute instructors in order to ensure the least amount of disruption of your lessons
- If we cannot find a substitute, your instructor will make every effort to make-up the lesson within that week. If they are unable to make-up the lesson, you will not lose that lesson and it will be added to your account.
- Make-up lessons cannot be guaranteed

WITHDRAWAL FROM LESSONS

- **IF YOU INTEND TO QUIT LESSONS, PLEASE LET US KNOW VIA EMAIL: We require you to inform us in writing via email at least two weeks before your last purchased lesson in order to keep you from being charged in your next automatic payment.**
- If you do not receive a confirmation email from us stating that we have received your discontinuation of lessons, please let us know. On rare occasion an email may not send, may wind up in bulk mail, or be missed in some way. If that happens and you do not hear back from us, and do not follow up, we may not have discontinued your automatic payment.
- No refunds will be given if a student withdrawals from lessons before their package of lessons is used
- We **MUST** have your withdrawal from lessons in writing prior to your next auto-payment, or the auto-payment will go through resulting in no refund.

- A two week notice is required to discontinue lessons. Withdrawal must be done in writing via email or in person with our reception staff so you can fill out a discontinuation form. One of these two discontinuing options **MUST** be completed in order to stop monthly payments. Withdrawal will not be accepted if you call or tell your instructor.
- If you inform Rhythm Studio of your discontinuation via email, please ensure you receive a reply email to be sure we received it and will not charge you for your next package of lessons.
- Refund for remaining lessons will not be provided.

MANAGING YOUR MINDBODY/RHYTHM STUDENT ACCOUNT:

- When you enroll with us, you receive a “Welcome” email and are given an online account or “profile”
- You will receive an email with your login and password in the welcome email. **To view your account** go to our website: www.rhythmmusicstudio.com and login at the top of the page at “Student Login”
- Through this account you can check on how many lessons you have scheduled, your previous visits and purchase more lessons
- Please keep an updated credit or debit card on file. If you are on your last lesson and are due to be charged yet your card fails, you risk being taken off the schedule.
- It is very important to keep this online profile up to date, as we may need to use the emergency contact
- You can also download an app or web search through “MINDBODY ONLINE”

AUTO-EMAILS

- It is very important that we have a current email in the student profile. Much of our correspondence is through that email. Ensure it is an email you check often
- In order to receive these emails you must click “opt in” on your profile
- All of your receipts, whether purchased in the studio or online will go to your email
- You will receive an email when you are scheduled
- An email reminder will be sent to you when you have two lessons remaining in your package.
- You will receive an automated email the day before your lesson asking you to confirm you will be attending your lesson. Please confirm your lesson if you will be attending by clicking “confirm.”

IMPORTANT INFORMATION ABOUT YOUR NOTIFICATIONS

- If you do not receive a confirmation email the day before your lesson it can mean several things.
 1. You did not submit “opt in” for emails when enrolling
 2. Your email is no longer allowing our auto emails, so you may want to check your bulk/spam mail

3. You have not purchased another package of lessons, so you are not scheduled. We cannot put you on the schedule if there are no lessons purchased to schedule.
 4. We may have made a mistake in not scheduling you with lessons purchased. Therefore, it is very important to inform us if you do not receive these emails, as we want to correct it immediately.
- We ask that you inform the studio via email least 14 days before your last lesson of your package if you wish to discontinue lessons. This is to allow us time to ensure your card will not be run for more lessons. Email: contact@rhythmmusicstudio.com

HOLIDAYS

- Rhythm Music and Performing Arts Studio does NOT follow all federal and state holidays and is not always closed when schools and government offices are closed.

New Year's Day	Independence Day	Christmas Eve
Easter	Labor Day	Christmas
Memorial Day	Thanksgiving	New Year's Eve

INCLEMENT WEATHER

- We will post to our Rhythm Studio Website HOME PAGE as well as a link to a page on our website and on our Facebook page if Rhythm Studio is closing due to inclement weather conditions.
- If we cancel lessons or close due to inclement weather, you will not be charged that lesson. It will be added on to the end of your package.
- PLEASE DO NOT, venture out if you feel the conditions are too unsafe for travel. Simply please notify us if you will not be arriving due to bad weather. We will not charge you a late cancellation for reasonably bad conditions of roads or weather.

WAIT LIST POLICY

- Enrollments are processed in the order received. In some cases, students may be waitlisted due to enrollment limits in private lessons.

GROUNDS AND FACILITY

- Rhythm Music and Performing Arts Studio allows only water in the dance, performance and private lesson rooms. **NO FOOD or other drink is allowed**
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- We do not allow animals in our studio
- Individuals or parents of minor children who damage instruments, grounds, or equipment will be held monetarily responsible for the cost.

BEHAVIOR

- If disruptions arise by students or family members we reserve the right to withdraw students if conditions warrant.

CARE OF CHILDREN

- We are unable to supervise unattended students or their siblings before or after their lesson due to full teaching schedules. Students may wait in the lobby with a parent/adult until the lesson begins
- It is not recommended that your child is allowed to walk home after lessons without a parent simply because coming in to pick up your child not only ensures safety for your child, but allows you the time with your child's instructor to discuss your child's progress and lesson plans
- **HELP STOP THE SPREAD OF ILLNESS:** If your child was sent home from school or stayed home from school due to illness/fever, or has illness/fever within 24 hours before the time of lesson, they should not come to the lesson. Please see our cancellation policy under Absences

RECITALS

- We provide a wonderful opportunity and supportive atmosphere for students to perform and share their progress with families, friends and other students. Performing is a fun and rewarding aspect of learning and we encourage all students to participate
- Recitals are scheduled and planned according to each individual department and instructor
- Recitals **are not required** for students

ADDITIONAL INFORMATION

- Personal information gathered by Rhythm Studio is kept confidential
- Rhythm Studio uses student's photos from time to time for promotions, student of the month and other programs. Rhythm studio hereby grants for the studio to copyright such photographs.

Policies are subject to change. We will notify students of the changes. It is the student's or parent of the student's responsibility to refer to this policy placed on Rhythm Music and Performing Arts Studio's website