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Lesson Policies and Procedures

ABOUT MOBILE MUSIC: We are thrilled to bring music to you, whether in-home or virtual lessons! Mobile Music lessons are custom tailored to meet the needs and interests of individual students. In-home and virtual students will be taught on a one-on-one basis with a private instructor. In our lessons, students will learn repertoire, theory, ear training, technique, practice skills, and creative thinking. Our goal is for all students to develop a solid musical foundation, to become a confident performer at their level, and to love music! The positive effects of music have been shown to improve a student's grades in school, critical and creative thinking, patience, work ethic, public speaking and self-confidence. In order to make music lessons the best learning experience for you/your family, the following guidelines and policies are in effect for all students.

WHAT WE TEACH - All instruments, including voice and music theory. Instruments, lesson books and other materials must be purchased separately.

TUITION RATES:

15 Minute Lesson \$20 (available virtually or as an add- on lesson for younger siblings)

30 Minute lesson \$40

45 minute lesson \$55

Hour lesson \$70

Prices are subject to change. Should prices change, a written notification will be sent.

TRAVEL FEES: A \$10 monthly Travel Fee will be added to each Families' account. This fee is per family, not per student. This fee goes directly to your teacher, to account for the time and expense of providing in-home instruction. This fee is also per teacher - ex: if you are taking lessons from 2 different teachers, two travel fees will be billed each month. If you live outside of our typical service area, a larger Travel Fee will be agreed upon and applied.

FAMILY DISCOUNT: For families with 3 or more students taking lessons, a 5% discount will be applied to one of the student's billing rates.

PAYMENTS: Lessons are billed at the beginning of each month. Payments are due by the 10th of the month. Credit Cards and ACH Transfers can be made through Stripe in your Student Portal. Stripe processing fees apply: 3% for Credit Card Fees or free ACH Transfers. A credit card must be placed on file for all students. A \$15 late fee will be applied, and the credit card on file will automatically be billed, after the 10th of the month with the upcoming month's tuition.

ADULT SUPERVISION: All of our teachers undergo background checks. In-Home Lessons: For our musicians under the age of 18, an adult (18+) must be present inside the home at all times, while a Mobile Music teacher is present. Should an adult not be present, the teacher will leave the home, and the lesson will be forfeited by the student. A reschedule may not be used.

DURING THE LESSON: Making music fun is our passion, and developing lifelong musicians is our goal. Our teachers aim to develop strong rapport with each student. Parents and siblings agree not to interfere with instruction, or to interrupt while the lessons are taking place. If there is a question or concern, please speak to the teacher directly after the lesson. Parents agree to remain courteous to teachers, and direct any unresolved concerns to the owner.

PRACTICE: Practice is a major component to successful music lessons. Learning is an on going process, requiring effort, time and patience. Skills can be lost faster than gained, and will not be mastered over night. ***Practice is strongly recommended in addition to lesson time.*** Suggested practice time is half of your lesson time 5 days a week - 15 minutes for every 30 minutes of lesson time. For our youngest musicians (under 5), participating in the Pre-Primer Books, this may slightly decrease due to attention span. Depending on the individual student, teachers may recommend that parents practice with their child.

PERFORMANCE OPPORTUNITIES Performing is AWESOME, and a major part of musicianship. We encourage all of our students to perform in our annual recitals, to show off their masterpieces and to grow their musicianship and confidence. A Recital Fee of \$30 per student is applied to make these performances a great time for all. By participating in our recitals, Mobile Music reserves the right to use un-named photos and performance videos of any and all performers on our Social Media and Web Page. Student's names will not be listed.

RESCHEDULED LESSONS: We understand things happen, and we love bringing music to you. Each family will receive 3 Rescheduled Lessons per Trimester. Trimesters: September 1- December 31 ; January 1 - April 30 ; May 1 - August 31. A 24 -hour notice must be given in order to request a Rescheduled Lesson. In the event of a sickness/emergency, Rescheduled Lessons must be requested by 8AM by contacting the teacher directly. Teachers will offer 2 make up lesson options to the student, either by providing a new date(s) or extended lesson time added to future lessons(ex: a 30 minute lesson could be rescheduled as two 45 minute lessons). If your teacher is unavailable for make up lessons may also be made up with one of our Substitute Teachers via online lessons. This can be scheduled in the portal, or by emailing info@mobilemusicphilly.com

If the student rejects both lesson makeup times, the lesson will be forfeited. Reschedule Lessons must be used during the current Trimester, and may not be carried over. Reschedule credits are non-refundable. Teachers reserve the right to accommodate reschedules virtually, for students taking in-home lessons.

HOLIDAYS: Holidays recognized are: Labor Day, Rosh Hashanah, Yom Kippur, Thanksgiving, Christmas, New Years Day, Martin Luther King Day, Easter, Eid Al Fitr, Memorial Day and July 4th. Teaching on these days is negotiable between the individual teacher and student. Stu-

dents will be offered 2 make up times by teachers, either by providing a new date(s) or extended lesson time added to future lessons. Teachers reserve the right to accommodate Holiday reschedules virtually for students taking in-home lessons. If a lesson time cannot be agreed upon due to the Holiday, the family account will be credited the following month.

HOW TUITION WORKS: All lessons are paid pre-paid for the current month of lessons in full. An invoice will be sent on the first of each month. Your teacher will take attendance to account for every lesson taught, eligible reschedules, teacher absences or refunds owed due to holidays where no make up is scheduled. Any refunds or credits due are automatically applied to the next month's invoice.

INCLEMENT WEATHER: For in-home lessons, in the event of inclement weather, in-home instruction will switch to a fully virtual platform, and the lesson schedule will remain the same. In the event of loss of power during inclement weather, students will be offered a reschedule. The reschedule will not use one of the 3 makeup lessons. If the lesson can not be made up, the cost of the lesson will be credited to the student's tuition.

STUDENT NO SHOW: If a teacher arrives at a home, or is present on a virtual platform, and the student is not present, the teacher will wait 15 minutes. If the student arrives during this time frame, the student will be given the remaining time of the agreed lesson time. A reschedule may not be used for forgotten lessons.

TEACHER NOT AVAILABLE: When a teacher is not available, we will let you know as soon as possible. Should a teacher cancel the lesson, the teacher will offer 2 make up lesson times, either virtually or in-home. Teachers reserve the right to accommodate reschedules virtually for students taking in-home lessons. If the student cannot accept the make up lesson time, the lesson cost will be credited to the student's account on the next month's statement.

SUMMER LESSONS: Summer means we've just celebrated our musician's success at our annual Spring Recital. During the summer months (July and August), YOU DECIDE how your lessons should go. *****Avoid "Summer Setbacks"***** According to studies, students who stop completely can lose up to 2 months of learning. *****Keep your Spot***** Students who take off for the entire summer cannot be guaranteed a slot with their current teacher in September, since we keep their schedules full to keep their pay going. If you do lose your spot, we can happily place you with another great teacher in September.

We are pleased to offer 3 flexible options to students during the months of July and August:

Full Summer Lessons: Learn the most & have fun a long the way. Full Summer Lessons provide regular weekly instruction. *You will still have access to the 3 make up credits available during the trimester of May - August.* This ensures the best learning occurs, and you keep up on your music skills.

Half Summer Lessons: Need more time off, consider half of the summer for lessons. You can choose either July 1-31 or August 1-31 for regular monthly lessons. Students who elect this option have access to one credit.

Lesson Flex Pack: Choose between 6 or 8 individual lessons. Lessons must be prescheduled with your teacher prior to June 30th. Lessons may be used between July 1 and August 31 only. Your teacher's allocate their time for their students. Flex pack lessons are not able to be rescheduled.

Summer lesson decisions must be made by June 30th. Lesson Flex Packs must be scheduled by June 30th. Students who do not elect Half Summer or Lesson Flex Packs will be automatically enrolled in Full Summer Lessons. Since your teacher holds your spot, changes may not be made

after June 30th and credits may not be carried over into the Fall Semester. All summer selections are final after June 30th and are subject to the Studio Cancellation Policy.

DISCONTINUATION OF LESSONS Should you wish you discontinue learning with us, a full calendar month notice is required. An email must be sent to info@mobilemusicphilly.com to discontinue lessons. **Make Up Credits may not be used as the last month of instruction, and are forfeited if not used before or during the last month of instruction.**

NON-DISCRIMINATION STATEMENT: Mobile Music LLC admits students and contracts with Teachers of any race, color, gender, sexual orientation, gender identity, religion, disability and national and ethnic origin. It does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, disability or national and ethnic origin in any of its educational programming or in its staffing and assigning of teachers.

ON GOING PROMOTIONS:

Earn 1 Month of Free Lessons: Refer a new student/family to us, and receive 1 month of free lessons (equivalent to (4) 30 minute lessons) after the referred student/family completes 3 months of lessons with Mobile Music.

Earn 1 Free Lesson:

Write us a stellar review on Google and Facebook and receive 1 free lesson (equivalent to the cost of (1) 30 minute lesson).

And/Or

Post a your child loving their music lessons on Social Media and Tag us @Mobilemusicphilly

MUTUAL HOLD HARMLESS AGREEMENT

I hereby certify that I am the parent or legal guardian of the student (or am the adult student over the age of 18) I am enrolling, and grant permission for my(self) student to participate in lessons, recitals and other activities as part of their experience with Mobile Music LLC. I understand that these lessons, recitals, and other activities could expose the student (myself) to unforeseen risk of property damage or personal injury. I hereby acknowledge those risks and agree to release and hold harmless Mobile Music LLC and any of its independent contractors or agents from any and all rights, claims, or liability arising out of or in connection with my participation in this program.

I agree to permit Mobile Music LLC's staff, agents and the guests to take photographs and/or videotape during Mobile Music LLC's lessons, recitals and other events. I understand that such photographic images, video or audio recording of students or teachers may be used for commercial and/or promotional purposes on Social Media and our Website. (students will not be named)

I have read, understand and agree to The Policies and Procedures of Mobile Music LLC. I understand by clicking "I have read, understand and agree to The Policies and Procedures of Mobile Music", I am electronically signing and agreeing with all terms and conditions above. We look forward to making music with you!