

## INDIVIDUAL LESSON TUITION PAYMENT & REFUND POLICIES

(Please keep for your records)

### **Individual Lesson Registration Procedures:**

1. All students are registered for 16 weeks of lessons. Adjustments to the number of lessons may be made at the discretion of the Temple Music Prep office.

### **Individual Lesson Payment Policies:**

1. Payment is due before lessons begin. This is necessary to ensure the instructor can continue to teach without interruption or concern for lost wages.
2. Payment for 16 lessons will be split into two invoices, each for 8 lessons.
3. The payment for the first invoice for 8 lessons must be received prior to the student's first lesson. The payment for the second invoice must be received by the completion of the student's sixth lesson.
4. If registering for eight or fewer lessons, the student will be required to pay the full amount.
5. Payment is due by the date designated on the invoice.
6. Tuition and fees may be paid as follows:
  - a. Online using MasterCard, Visa, Discover, or American Express credit cards.
  - b. Via check or money order made payable to Temple University.
    - i. A penalty fee of \$20.00 will be charged on all returned checks.
7. Lesson times of delinquent accounts will be made available to new students.
8. Temple Music Prep's fiscal year ends annually on June 30<sup>th</sup>. Students who have additional lessons remaining by this date may see activity in their account as the Music Prep office reconciles year end reports. Any questions regarding summer lessons and invoices at that time may be directed to [musicprep@temple.edu](mailto:musicprep@temple.edu).

### **Individual Lesson Refund Policies:**

1. All withdrawals must be submitted in writing (e-mail sent to [musicprep@temple.edu](mailto:musicprep@temple.edu) is acceptable).
2. Full lesson tuition will be refunded only if a student notifies Temple Music Prep in writing within 1 business day of the first lesson.
3. All withdrawals after the first lesson must be submitted in writing with at least 2 weeks (2 lessons) notice in writing or you will be responsible for the remaining tuition.

### **Individual Lesson Absence Policies:**

1. Instructor absences occurring on scheduled lesson days will be rescheduled or credited to your account if reschedule is not possible.
2. Students are permitted 2 excused absences per 16 lessons. Additional excused absences due to extenuating circumstances may be permitted at the discretion of the teacher and Music Prep Office.
  - a. Notice of the absence must be submitted to the teacher and Music Prep Office ([musicprep@temple.edu](mailto:musicprep@temple.edu) or 215-204-1512) at least 24 hours prior to the lesson to be considered excused.
  - b. Make-ups will be rescheduled at the mutual convenience of the instructor and student.
    - i. If the make-up lesson is canceled by the student, the lesson shall be forfeited.
    - ii. Any student-excused absence not made up will be forfeited.
    - iii. Makeup lessons may be provided virtually at the discretion of the instructor.
  - c. Additional absences or those without proper notice will be considered unexcused and forfeited.

All unexcused absences are not subject to refunds.

**Questions or concerns regarding these policies should be discussed with the Music Prep Office prior to the start of lessons at (215) 204-1512.**