

HeART of Hope, LLC. Music Services

CLASS POLICIES & PROCEDURES

Tuition & Fees

Basic Packages

Lesson Type	Ages	Pricing Options
1 Hour Private Offered weekly or bimonthly	Recommended for 12 years and older	\$100/week Month-to-Month \$400/month* \$90/week 47 Weeks Paid in Full (1 Year Commitment) \$4230.00 Total
45 Minute Private Offered weekly or bimonthly	Recommended for 5-11 years old	\$90/week Month-to-Month \$360/month* \$80/week 47 Weeks Paid in Full (1 Year) \$3760.00 Total

**Monthly charge will be calculated based on how many weekly lessons are in that month*

Alternative Packages

Lesson Type	Ages	Price Breakdown
1 Hour Semi-Private (2-3 members) Offered only over at least a 9 month commitment Requires 2 member commitments	Recommended for 6 and older	\$50/week per member 36 Week Commitment \$200/month* \$45/week 36 Weeks Paid in Full \$1620.00 Total
Studio Vocal Coaching In Person, Virtual, or by Phone	Recommended for 6 and older	\$100

**Monthly charge will be calculated based on how many weekly lessons are in that month*

Billing Schedule

Lessons will be prepaid for the following month. Invoices will be billed monthly on the 15th and **due** by the 1st of each month for that month's lessons. Any **late payments** will incur a charge of 1.5% per month of the amount past due.

Online payments (using Debit/Credit) will be charged a 3% convenience fee. You may manually pay your invoice by opening and choosing "click here to pay online." You may choose **automatic payments** which will be charged on the invoice date.

Attendance

Lesson cancellations will be charged the full lesson rate. If there is a makeup slot available, that lesson may be made up. Exceptions to this policy may be made for emergencies (decided case by case).

Refunds

12 Month Commitment (47 Weeks) & 6 Month Commitment (24 Weeks)	Month to Month Commitment
If a student chooses to end the lesson term before finishing the vocal training agreement, he or she will still be responsible for paying for the remaining lessons. If the teacher chooses to terminate lessons before the nine-month training agreement, students will be refunded for any remaining paid, unused lessons.	If a student chooses to end lessons before the end of the month, he or she will still be responsible for paying for the remaining lessons. Exceptions to this policy may be made for emergencies (decided case by case).

Owner's Privacy

Please honor and protect the privacy of our contact information (phone and home address). Because we value communication and use FaceTime for virtual lessons, we open up business communication via phone and text. We ask that you do not share or post the address of lessons or business number with any persons other than those attending lessons or transporting students for lessons.

Student Name:_____

I, _____ (Responsible Party Printed Name), hereby acknowledge that I have read and agree to each policy explained in this Class Policies & Procedures, indicated by my initials (initial below):

_____ Tuition & Fees
_____ Billing Schedule
_____ Online Payments
_____ Attendance
_____ Refunds
_____ Owner's Residential Privacy



Lesson Agreement

I, _____ (Responsible Party Printed Name), agree to pay for the selected pricing options:

Please Select the Box that Applies:

Monthly charge will be calculated based on how many weekly lessons are in that month (i.e. 4 weeks in month = 4xWeekly Lesson Rate)

Option A - Standard / Month-to-Month Lesson Rates

- ☐ 1 Hour Private Weekly or Biweekly Lesson - \$100/week
- ☐ 45 Min Weekly Lessons (6-11 years old) - \$90/week

Option B - ½ Off First Month w/6 Month Commitment

- ☐ 1 Hour Private Weekly or Biweekly Lesson - \$100/week (credited ½ off First Month)
- ☐ 45 Min Weekly Lessons (6-11 years old) - \$90/week

Option C - 47 Weekly Lessons with HeART of Hope, LLC. over a consecutive 12-month period Rates - Paid in Full - Paid Monthly

- ☐ 1 Hour Private Weekly Lesson - \$90/week - \$4230.00 total (*saving \$470*)
- ☐ 45 Min Weekly Lessons (6-11 years old) - \$80/week - \$3760.00 total (*saving \$470*)
- ☐ 1 Hour Semi-Private Lesson (2-3 Members - 12 Month Commitment Required) \$45/week per member - \$2115.00 total (*saving \$235*)

Please select the instrument you commit to study:

- ☐ Voice
- ☐ Beginner Guitar
- ☐ Beginner Piano

I would like to be set up with online Auto-Pay for each invoice:

- ☐ Yes
- ☐ No

Responsible Party's signature

Date

Relationship to Student