

# Kingdom Keys Music School

## Policies & Procedures

### CLASSROOM POLICY

*Kingdom Keys School of Music* endeavors to ensure that each student receives the best care and attention. Therefore, we ask that you report to class **on time** to ensure that you'll fully benefit from your allotted class time. Late arrival to class will not result in compensation or reimbursement. Your session begins at your scheduled class time, not at the time of your arrival. Please show consideration for the student who may be scheduled immediately following your lesson. Students are granted a 15-minute grace period for late arrival to class. Class are eligible for cancellation if arrive **has not** been made within the 15-minute grace period. If however you do realize that you're going to be tardy, we ask that you send notice to your instructor so they can be properly prepared.

In the event you arrive early, please wait in the lobby until your scheduled time. Please text your instructor upon your arrival. If there is no class ahead of you, your instructor may be able to accommodate your early arrival.

Please refrain from phone calls and excessive texting during your session. We value your time as a client, therefore, we ask that you return the same respect to your instructor.

Students are expected to report to class at the scheduled time or alert the office if the class will be missed/cancelled. Classes are billable if student has not correctly withdrawn from classes. Students who miss **four consecutive classes without notice** will be moved to an *waiting* status, all billing will cease and student will be informed of their status change. Student will have 3 weeks from the time of notice to contact the administration office and redeem your status and resume billing and scheduling as normal. Otherwise, student will be moved to *inactive* status and will need to begin the registration process over again to resume classes.

As we do strive to establish great relationships with our students, you may be given the contact information (phone, email, social media, etc) of your instructor. We ask that you be respectful and not abuse the use of their contact information. We ask that you govern your conversations in a professional manner and refrain from excessive calling/texting past appropriate business hours. Additionally, *Kingdom Keys School of Music* reserves the right to expel any students that is guilty of misconduct in the terms of sexual, ethical, spiritual or physical harassment or abuse. Such behavior will not be tolerated and your student account will be terminated.

## **CANCELLATION POLICY**

You must cancel **24 hours prior** to the start of your lesson time in order to receive a make-up lesson/credit. All make-up lessons must be completed before the end of the month. Lesson fees are billed at full rate if you do NOT call to cancel **no later than** 24 hours of the start of your lesson time. You will receive a make-up lesson **ONLY** if the school is notified 24 hours in advance of your start time. Also, you are responsible for rescheduling your make-up lesson as soon as possible to secure your make up lesson.

## **TUITION PAYMENT POLICY**

Classes are billed on a monthly basis. This is to ensure that your timeslot is secure each week. Invoices are sent between the 24th-25th (exactly one week from the beginning of the new month) of each month and are due by the

3rd of the following month to allow ample time for payment. **(For example, the tuition payment for the month of November will be due by November 3rd. The invoice for the month of November will be sent on October 25th)** If payment hasn't been received on or before the due date, a \$15 late fee will be assessed. *Tuition schedules for students in group classes are slightly different. For further details, contact the office for specific instructions for your groups schedule.*

Last-minute cancellations will not result in your lesson fee being waived. In order for a lesson fee to be waived, notice must be given within 24 hours prior to class time.

## **CLASS WITHDRAWAL POLICY**

All students reserve the right to cancel their sessions at any time they choose. In the unfortunate event a student does desire to withdraw from class, they will need to submit an email to the administration office by the 20th of the month to prevent being billed for the subsequent month. For additional questions about the withdrawal process, please contact the administration office.

We certainly value you as a student with Kingdom Keys School of Music and look forward to making great music together! If you have any ideas or suggestions that will help better our services and increase the value we offer to our students, please call the office at 248.331.9300. Thank you and we'll see you in class!

Musically Yours,

K.V. Banks

Founder/CEO, Kingdom Keys School of Music,

“Music is life and without music, life would B-flat!”