



## Music Place Discounts

### General Information

- The greatest of any ONE applicable discount will apply.
- Discounts apply only to full month payments. (*Sorry! No discounts apply to pro-rated payments.*)
- Some discounts may not apply to tuition paid by 3<sup>rd</sup> party payors.

### Group & Ensemble Class Discounts

- 10% discount for a 2<sup>nd</sup> weekly group class OR for other (immediate) family members enrolled in *any* group class
- 50% discount for any 3<sup>rd</sup> or 4<sup>th</sup> weekly group music class in a family (5<sup>th</sup> FREE)
- 50% discount for Vocal, All Arts or Chamber Group students who also take weekly private lessons

### Private Lesson Discounts

10% discount applies when one student takes 60 minutes or more per week from the same teacher. (**Please Note:** *this is not applicable to siblings who each take 30 or 45 minutes from the same teacher.*)

10% discount applies to private lessons for students in families supported by full-time ministry (see below)

### Partner Church & Full-Time Ministry

#### Partner Church Discounts

(*on whose property we are invited to serve*)

5% discount for private lessons and

10% discount for group classes

applies to staff or congregation members

#### Full-Time Ministry Discounts

10% discount for group and/or private lessons available for families supported by full-time ministry (*written verification required*)

## Payment Q & A

### 1. What forms of payment do you accept?

We accept cash, checks (made payable to The Music Place), on-line payments or monthly eCheck payments (deducted from a checking or savings account) and Visa or Mastercard in person, online or by phone.

### 2. How do I sign up for eCheck automatic payment deductions?

From our website, simply download the form entitled *Authorization for Automatic Payment Deductions*, and mail with a voided check to The Music Place, or fax to (408) 445-2806.

### 3. What if my child's class drops to 2 or fewer students? (*It is no longer a "group"*)

Parents may choose to pay the higher semi-private tuition rate OR continue the class with the understanding the class will be taught for only 30 minutes until a 3<sup>rd</sup> child enrolls.

### 4. Why are there different tuition rates?

Rates for private lessons are determined by the education, experience, and expertise of the instructors. As a Music Teacher Training Institution, *The Music Place* offers lower Student Teacher rates at about 2/3 the cost of Master Teacher rates.

## Financial Needs?

**WE WANT TO HELP!** Let us know if you encounter financial difficulties. Cost reduction options like alternating classes, parent help exchange, lower apprentice teacher rates are available. We also partner with the non-profit organization, **Arts Educators Group**, which may offer scholarships and other programs.

**Please let us know** when you have a deserving student whose lessons are in jeopardy for financial reasons!

## When & How to Pay

### 1. When are payments due?

*Monthly payments are due in full on the 1<sup>st</sup> and late after the 10<sup>th</sup>.*

**Invoices** are not sent.

**Late payments** received after the 10<sup>th</sup> will incur a \$10.00 late fee per class.

**Incomplete payments** are also subject to a late fee.

**Returned Checks or debits** will incur a \$25.00 processing fee.

*Delinquent accounts of 45 days are subject to withdrawal and loss of Tuition Reserve.*

### 2. What should I do with my payment?

**Private lesson** payments made out to *The Music Place* may be mailed, placed in a lobby or office payment box or given directly to the instructor.

**Group class** payments should be placed in payment mailboxes *where available* in multi-class campus lobbies.

Mailed, online or eCheck payments are preferred where no lobby payment box is available.

### 3. What about Automatic payments?

- Payments may include all family payments and are deducted from your selected account monthly on the 1<sup>st</sup> of the month.
- When your enrollment or tuition changes, an e mail or call to the office can change your deductions within 3 business days.



## Changes & Withdrawals

### 1. What if I need to withdraw or switch classes?

**Written notice** to the office (by fax, letter, or e-mail to info@musicplace.com) must be received **2 weeks prior** to the day on which the last lesson is scheduled.

This applies to all withdrawals, enrollment changes, and long-term absences of 3 weeks or more.

*When the minimum 2 weeks notice is given, the Tuition Reserve may be:*

- 1) applied to the last 2 week's tuition or...
- 2) held on account for future use or...
- 3) refunded within 30 days in case of overpayment or...
- 4) adjusted to reflect new enrollment

**For families on previous Automatic Payment eCheck Deduction plans:** Those whose Tuition Reserve is insufficient for any reason will still be charged the applicable Tuition Reserve if insufficient notice of withdrawal occurs.

## Our Office Hours

Our **Main Office** is located at 1617 Willowhurst Avenue, San Jose, 95125.

*Our regular office hours are as follows:*

Monday – Friday	10:00-5:00
Saturday	10:00-4:00
Sunday	closed

**PLEASE NOTE:** *At the request of the teachers, classes may be conducted before or after office hours until 8:30PM.*

## ABSENCE POLICIES

### Student Absences

#### What if my child is absent?

Make-up lessons are available when (1) 24 hours notice is given OR (2) the lesson falls on an official Music Place holiday. Lessons canceled with less than 24 hours notice are forfeited.

**A. Group classes:** One make-up class per quarter is built into the calendar as we teach on the 5<sup>th</sup> week. Additional excused absences may be made up by request in any age-appropriate group class.








**B. Private Classes:** Tuition rates are based upon 4 classes per month. By arrangement with instructor, a 5<sup>th</sup> week may be used as a make-up OR paid for as an extra class. It may also be skipped by mutual agreement.

When make-ups are not possible or desired, families must ask their teacher to contact the office and approve a tuition credit toward the following month's tuition.

### Holidays, Vacations, and Recitals

#### What holidays does Music Place observe?

The Music Place office does not close on every federal holiday. On the following holidays the office is closed and no group classes are taught:

-  New Year's Day
-  Labor Day
-  Good Friday (starting at noon)
-  Thanksgiving Day and the day after
-  Memorial Day
-  Christmas Break (12/25 through 1/1)
-  4<sup>th</sup> of July

#### When are recitals?




Holiday Recitals (Nov-Dec)  
Spring Recitals (April-May)  
Annual Awards Concert (May-June)

#### Are private lessons ever taught when The Music Place office is closed?

Yes, by appointment only. Please check with your student's instructor.

#### Do we pay for vacation absences?

In order to "hold" their spot during Summer (6/15-9/1) or Winter (12/20-1/2), students may pay only for classes taken provided the following occurs:

-  7 days notice is given for absences
-  At least 2 classes per month are paid
-  Payments are made in advance

#### Do you have summer specials?

Yes! You may purchase single class BUNDLES or unlimited CLASS PASSES for summer FUN!

### Teacher Absences

#### What if my child's teacher is absent?

Teachers may schedule make-ups for planned absences.

For unplanned absences The Music Place usually offers qualified staff substitutes.

## MORE QUESTIONS?



If you have other questions or need assistance in any way, please feel free to call us during our regular office hours (noted inside) at:

(408) 445-ARTS (2787)  
or visit our website @  
[www.musicplace.com](http://www.musicplace.com)



## PAYMENT POLICIES & PROCEDURES

### Q & A

- Payment
- Registration Fees
- Tuition Reserve Policy
- Financial Needs?
- Discounts
- How & When to Pay
- Withdrawals & Refunds
- Our Office Hours

## ABSENCE & HOLIDAY POLICIES

### Q & A

- Student Absences
- Holidays & Vacations
- Teacher Absences
- More Questions?



Effective December 1, 2010

© 2010 The Music Place, Inc.

## ENROLLMENT

### Registration Fees

A non-refundable, lifetime fee is paid upon enrollment as follows:

-  \$35.00 for an individual student
-  \$50.00 family registration covers all children & adults

### Tuition Reserve

Also required for enrollment is the **Tuition Reserve**. This is a deposit to pre-pay your last 2 weeks of classes. It may be spread out over 2-3 months when you sign up for our eCheck plan.

#### Giving Notice to Withdraw

When you give the office 2 weeks written notice, your Tuition Reserve is simply applied to those lessons, like a "last month's rent" deposit.

Of course, any overage will be refunded at that time. Likewise, if less than 2 weeks notice is given, the Tuition Reserve will be retained to cover the unnotified withdrawal.

#### Why Charge a Tuition Reserve?

Most of our teachers depend on teaching income for their livelihood; untaught lessons hurt their family's finances.

Deposits encourage early notification of withdrawal, which gives us time to schedule a new student in the time slot.

*Thanks in advance for your cooperation and understanding!*

### Confirmation Form

Upon receipt of fees, students will be issued a **Class Confirmation Form** (in person or by e-mail) which will be used like a "ticket" to the first class.