

Welcome to the Sacramento Piano Conservatory, School of Music

Dear Students and Families,

Welcome to the Conservatory! We are excited that you have chosen to pursue music as a path to perfect self expression and joy! Our vision is that you have a long and wonderful journey here, filled with music and love.

This letter is to inform you of important payment and lesson policies. Please ask any questions you may have after reading it, for clarification, if you have any.

Payments:

Payment is due monthly in advance, at the last lesson of the current month, for the upcoming month. For example, if your lesson is on Wednesdays, your payment for January lessons is due on the last Wednesday of December. You will receive an invoice by email about one week prior to the due date. We accept check or cash. Place your payment with the invoice in the envelopes provided, with the students name written on the envelope. Place the envelope in the payment box in Room 4. You will find the envelopes, and a pen, next to the box.

Electronic payments can be sent using Chase Quick Pay (<https://www.chase.com/online-banking/quickpay>) or Popmoney. Use the email address admin@sacpiano.com when sending your payment with either of these platforms. Both are free.

You may also choose to receive an invoice which has a credit card payment link. If you would like this option, please email admin@sacpiano.com and request this type of invoice. A 5% convenience fee will be added to your invoice.

Many of our families find it convenient to add Sacramento Piano Conservatory to their banking bill pay system. This way is it very easy to click and send the payment when your invoice arrives in the email, and there is no cost for checks or stamps.

A late charge of \$10.00 per week is assessed to any outstanding invoices.

Missed Lessons:

Lessons missed by the student are non-refundable, and are forfeited by the student. The reason for this policy is that because we are holding a time slot each week for your lesson, that time slot and that teacher are unavailable for any other clients, and are showing up for the lesson whether you are there or not. Even if you cancel the lesson in advance, we are still unable to use that time slot, because it is being held for you.

Make-up Policy:

You may choose to reschedule a missed lesson if you have given us at least 24 hours notice of your missed lesson. If less than 24 hours notice is given the lesson is forfeited. There is no guarantee of availability for make up lessons, as sometimes the schedules of both parties do not match. If the lesson cannot be rescheduled within two weeks of the missed lesson, the lesson is forfeited. We will make every effort to make

up your missed lesson, because we don't want you to pay for lessons that you don't get as much as you don't want to pay for lessons that you don't get. Rescheduled lessons are billed at the drop-in rate, which is \$10.00 higher than the weekly rate. You will see this adjustment on your next invoice.

Recitals:

There is a \$15 participation fee for recitals. This amount will appear on your invoice in the month the recital is held, if you choose to participate.