



Nutley School of Music
(973)667-7155
213 Darling Ave
Nutley, NJ 07110
www.nutleyschoolofmusic.com

Nutley School of Music

Membership Policy

The purpose of this agreement is to inform our members of customer policies regarding payments, cancellations, lessons frequency, and support.

By allowing authorized personnel at Nutley school of Music to process your first payment, you have agreed to our following membership policies:

Contact our office -- All scheduling and payment matters must be handled through our office staff (NOT instructors) on site, or by text/call to 973-667-7155. Text is preferred, as we will both have a written record of conversations.

Registration, tuition, and other charges

- **Payment method** - All payments are done through our digital payment system via credit/debit card. We do not take cash payments, ACH payment, or physical checks of any kind.
- **Auto pay** - In order to retain your weekly recurring time slot, membership must be paid in full each month. Membership is due on the 1st of each month and is automatically charged to the credit card or ACH on file.
 - The amount charged does not change based on the number of lessons per month. The schedule is constructed so that for every 3-lesson month, there will be a corresponding 5-lesson month. In other words, the calendar is balanced - one payment, on average, will cover 4 lessons. This breakdown is covered on our calendar, available at our front desk and on our website under the "Calendar" tab.
 - Notifications are sent out 5 days prior to the first of the month so there is time to make necessary card changes.
- **Suspension of lessons**
 - Membership continues on an ongoing, month to month basis. Membership will only cease in the following scenarios:
 - You request for lessons to be stopped (see "Withdrawal" section).
 - Failed payments may result in suspension of lessons. Please contact our office as soon as possible to update any changes to your credit card or bank information. If your payment is declined, we will attempt to contact you. If we cannot get in contact with you by the next pay cycle, the student will be removed from the schedule, and you will be billed for the unpaid lessons.
 - Repeated "no shows" and "late cancellations" may result in suspension of lessons. We will attempt during every lesson that you do not attend. If we cannot get in contact with

you after repeated attempts, the student will be removed from the schedule and we will process a withdrawal.

- **One time payments** range from book purchases, group programs, and/or one-off lesson times. We will automatically use the card that is saved on your file, and we will never process a payment without authorization for the card holder.

Scheduling and Attendance

- **Student Cancellation Policy**
 - Cancellations made 24 hours or more in advance will be honored as a “regular cancellation”, and a make-up lesson will be scheduled for a later time of your choosing (pending teacher availability). We bank all cancellations and will always honor outstanding time owed to our members.
 - Cancellations made within 24 hours of the scheduled lesson / the same day as the lesson are considered “late cancellations” and may not have a make-up lesson scheduled. We will also not provide a make-up lesson for a “no-show”. This includes cancellations and absences related to emergencies, traffic, instruments left at school, parental sickness, parent’s overtime at work, transportation issues, etc. Tuition for these missed lessons is nonrefundable.
 - So as not to lose out on your lesson: If you are ever unsure of your lesson time, you can text us or call us to get confirmation. Please inquire about switching the lesson online via Zoom in case you are not able to make it to your in person lesson. This will be honored at any time leading up to your lesson.
 - Repeated cancellations and no-shows may result in suspension of lessons.
- **Weather Policy** - In the event of a closing due to inclement weather, we will use text messaging to contact you. Classes will be held online via Zoom.
- **Teacher Cancellation Policy** -- In the event your assigned teacher must miss a lesson due to sickness or personal reasons, one of our other teachers may be scheduled to substitute, at our discretion, to ensure your schedule remains the same. Notification may be sent to you, if possible, but is not guaranteed. If no substitute is available, we will reschedule your lesson. Teachers will usually make a full day available specifically for these make-ups.
- **Holidays** -- Please follow our Nutley School of Music calendar and note the days that our school is closed. This calendar is available at our front desk and on our website under the “Calendar” tab. (We are not necessarily closed on all federal holidays, and our holidays and vacation days do not necessarily coincide with Nutley Public School District, or any other public/private school calendar).
- **Refunds / Lesson Credit** - Lessons canceled in accordance with our cancellation policy may be rescheduled, but we do not issue refunds or credits for missed lessons (late cancellations or no-shows) or lessons not taken (regular cancellations).
- **Extended absences** -- In the case of extended absence (1 month or more), such as in the summer months, there are two options (and advance notice of your choice is appreciated):
 - Allow monthly payments to continue and then make up the missed lessons at a later time. This is generally preferred, since, in this case, your lesson day, time, and teacher will be held.
 - Discontinue monthly payments and withdraw from lessons (see next section, “Withdrawal”)
- **Withdrawal** --
 - If you choose to withdraw from lessons, please submit a withdrawal form to our office prior to the 15th of your last month, in order to discontinue automatic billing for that month.
 - Any inquiry for a withdrawal after the 15th of your last month will be asked to continue lessons until the following month is over, and then your lessons and recurring payments may be canceled.
 - If you withdraw from lessons -- for any length of time -- your lesson day, time, and teacher will not be held for you. Refunds cannot be given for unused lessons, however, if you have remaining

lessons left, you may have any other friend, or family attend the lesson in your place, or; if you plan to return at any time, we will bank all time lost as “regular cancellations” and offer it to you upon your return.

- You are welcome to return to our school at a later date; we will help you find a new time on the schedule.

Safety and Courtesy

- There is no sign-in required when attending your ongoing lessons. Kindly drop off your children inside before your scheduled lesson time. Please feel free to wait anywhere at your own leisure.
- For the benefits of all of our students and their families, teachers, and staff:
 - Please stay home if you are sick or showing symptoms of being sick, especially cough, fever, and other symptoms of COVID-19. Teachers may stop the lesson if they are concerned / uncomfortable in regards to sickness.
 - We ask that you follow quarantine and isolation guidelines (as set out by the state and CDC) following travel or suspected exposure / confirmed infection with COVID-19.
 - Wash hands / use hand sanitizer before your arrival in your lesson room.
 - Avoid eating foods containing peanuts, nuts, and shellfish at our school.
 - Silence electronic games and devices, and avoid talking on cell phones in the waiting area.
- As of March 7, 2022, mask-use is optional at our school for staff/students, but highly recommended for those who are not fully vaccinated against COVID-19. Parents may request mask use from a teacher for an individual student's class.
- Please be sure to be on time when picking up your children, as anyone under the age of 16 is not allowed to leave without an adult, unless otherwise specified by the parent or guardian. If you have given your child the responsibility to leave the school themselves, please be sure to have discussed good safety procedures with them, as the street in front of the school and the parking lot behind it can be quite busy.

Our Locations & Parking

- **213 Darling Ave. location** - A brown building with a large MUSIC LESSONS sign above the entrance; location of our front office. Off-street parking is available on the side of the building (labeled Dana Automotive) and behind the building. Please use caution walking from the parking lot to the front door and back. Please do not park for an extended time on Darling Ave, or in the 7-Eleven Parking lot. You may also park using instructions below for 558 Kingsland and walk over.
- **558 Kingsland St. location** - 558 is a beige house on the corner of Kingsland St and Joerg Ave, across from TD Bank. There is limited on-street parking on Joerg Ave; please be mindful of driveways and the marked yellow part of the sidewalk, which you cannot park in front of / next to. Off-street parking is available in the parking lot of the medical offices next to the school (562 Kingsland). You may also park using instructions above for 213 Darling Avenue and walk over.