

## Rocklin Music Academy Policies

Welcome to the Academy! Lessons are held year-round. Membership is calculated for the full year and billed monthly. We want you to get the most from your membership. We have scheduled student contests and events, and recitals that are at no additional cost. Monday lessons are held on most holidays. Refer to the Annual Calendar online or on-site. We do not provide lessons on scheduled closed dates.

Class descriptions are online at [www.RocklinMusicAcademy.com](http://www.RocklinMusicAcademy.com).  
New Class sessions will be added based on student need and teacher availability.

### Lesson Etiquette

- Please do not enter the lesson room if lessons are in progress. Wait on the chairs at the entry, or wait outside.
- Please do not accompany your student into the lesson unless they are under 5 years of age, after their first lesson.
- Late arrivals will receive instructional time until the end of the regular appointment.
- Communicate during teaching hours in teacherzone if you are coming late or need to cancel. Do not call the academy.
- Students who are visibly ill will be sent home immediately. See sign at front. No make up appointment will be offered.
- After-hours messages/emails will be answered the next day.
- Teachers are not able to collect payments nor respond to billing and policy questions.
- Timely student pick up is required. We assess a \$10 fee for pickups completed exceeding 5 minutes past the scheduled end time, billed with the next tuition payment. Please enter the building to pick up your children.

**Achievement Awards:** We love to reward students for significant and small goals. We award colored wristbands, certificates, and trophies for musical achievements and advancement to new books. Goals are set by the teacher and tailored to the ability of the student. Trophies are earned by continuous enrollment for musical study at Rocklin Music Academy, starting at 6 months, through five years. If you disenroll, your progress is lost and your student will start over when you re-enroll.

**Events:** Refer to the Academy Calendar. Register through SignUpGenius. Please ask if you need help.

**Referrals:** Our student families are our best source of new students. When friends join the Academy, your student will receive a \$25 credit on the next month tuition following the first month of the referred student enrollment.

**Musical Celebrations:** We encourage all students to perform and support other performers. These are included free with your membership, and we encourage guests! Register via SignUpGenius links

**Attendance:** We hold your appointment for you regardless of attendance. Please use the TeacherZone app to reschedule, cancel and bank your weekly lesson with 24 hour notice. Same day cancellations will get an assignment in TeacherZone and lessons will resume the following week. Zoom lessons are available with 2 hours notice to the instructor prior to your class time. The student will use the zoom link in the TeacherZone Student account.

Students participating in All City Music or group lessons will not receive a make up for the missed rehearsal or group class.

We do not process refunds for missed, no-show or cancelled lessons. Please schedule other activities with this in mind.

We have several ways for you to get a weekly paid class using the TeacherZone app.

**Make Up options:** Use TeacherZone to reschedule, or cancel and bank a lesson. We require 24 hours notice to cancel and receive a banked lesson. You can also reschedule weeks ahead. Banked lessons can be used within 14 days of your missed lesson. Your teacher will approve or decline the change. If you cannot find a time with your teacher, you can schedule a group make up class on Saturday.

Schedule a Group Make Up on the website under Member Tools, using the Calendly link. Make up lessons may include music lab/theory & performance activities, may be multi-instrument, and are not private lessons. You may not receive instruction from your regular teacher during a make up class.

**Make Up Attendance:** You can complete make up lessons before or after your scheduled absence. Complete this through the TeacherZone app. The teacher will report weekly attendance.

**For a Teacher Absence:** We make every effort to provide a guest teacher during your scheduled lesson. If no sub is immediately available, you will receive a private make up lesson, scheduled through the TeacherZone app. You may not receive instruction from your regular teacher. Lessons will resume on your weekly scheduled day and time.

**Enrollment:** Enrollment is month to month, based on a full year. You can add or change lessons or instructors at any time. We have a 30 day withdraw policy. Email the Director with any change requests. Notice of changes to the teacher is not accepted as official notice to the Academy, and it will not affect your enrollment or billing status. If you disenroll/pause lessons, you will pay a \$35 registration fee when you resume lessons.

Email [director@rocklinmusicacademy.com](mailto:director@rocklinmusicacademy.com) to request the disenrollment form and arrange account closing. You can continue attending until you complete all weekly lessons up to your disenrollment date. No refunds will be given for unused or cancelled lessons after the disenrollment date, but you can gift lessons to an enrolled student.

**Monthly Autopayments:** We require a current credit card on file for all students to ensure membership payment can be processed on the 28th for the coming month. Late fee of \$25 will be added to accounts on the 30th of the month. Classes will be suspended for accounts not current on the 2nd. Charter school students may use vouchers that are current and submitted by the 28th for the coming month. Parents are responsible to provide vouchers with the correct amount. If no vouchers are submitted, or if incorrect vouchers are submitted by the 28th, the credit card on file will be charged. Vouchers received late, or corrected after the 28th, will be applied to the next month's membership.

We're so pleased you selected our school and we want you to love your experience here. We are committed to your student's success at the Academy. Please let us know how we can best serve and support your students. If you have any concerns, questions, or suggestions, we invite you to reach out. We love positive feedback, too!

We love to hear from you! Please email, text, or call any time.

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