



Rocky Mtn Music Den LLC Policies and Procedures

Payments-

- **Payments for recurring weekly lessons are processed in advance** the on the first of each month for the following 4 lessons. Billing cycles are adjusted to accommodate certain national holidays. Please see RMMD calendar for details.
- **Payments are non-refundable** with the exception of teacher absence, bodily injury, or national holidays.

Rescheduling-

- Lessons may be rescheduled with 24-hour notice. Lessons missed without notice are not eligible to be rescheduled. **Please reschedule all make-up lessons using our online portal.** Please use the online scheduling system to look for available times. If the calendar does not show availability please check again later as availability is constantly changing. Although we do our best to accommodate cancellations, and keep a makeup list on a first come first serve basis, **make-up lessons are not guaranteed and expire after 4 months.**

Miscellaneous-

- Withdrawal from weekly lessons must be submitted in writing within 48 hours of the billing date to avoid being billed in advance for the following month. Lessons are transferrable to another student not already enrolled.
- Please do not attend lessons if student is sick as we keep a cleanly environment and do not want to spread illness to the teacher or other students.
- Our offices and our school are separate from our landlord and are not affiliated in any way. Undersigned states that they will not hold the “Event Network” responsible for any bodily injury sustained before, during, or after lessons on the premises at any time.
- Please always use the separate entrance at the back of the building to access the waiting area and lessons. Please do not allow students to wander past or outside of this area with the exception of using the bathrooms.
- Teachers reserve the right to cancel lessons at any time. In the case of a teacher absence students have the option of having the lesson rescheduled or refunded.
- No pets, drugs, alcohol, or weapons of any kind allowed on premises.

Undersigned states that he/she has read and agrees to the policies as stated above.