

# **We Rock Charlotte**

## **Music Lessons Policies and Procedures**

### **Frequency of Lesson**

You will choose how often lessons occur either weekly or bi-monthly. The frequency needs to be pre-established so you will be billed accordingly. If you need a more flexible schedule, it will be up to you to go online to schedule lessons. Fixed schedules will be booked by WRC at the beginning of the billing cycle and you will be notified via email upon booking. WRC is not responsible for lesson reminders other than the initial booking email. Please mark your calendar ahead of time.

### **Lessons time**

Your lesson time is important and we recognize the value of each minute. Please show up ready to begin your lessons on time. If you plan to arrive late for your lesson time please contact WRC to make us aware. Note that no 30 min lessons will be given after 10 minutes and no 60 minute lessons will be given after 15 minutes. In both cases you will not receive a refund or free reschedule except for in rare cases at the discretion of WRC.

### **Cancellation Policy & Rescheduling**

WRC holds a 48 hour cancellation policy. So long as we are made aware at least two days in advance students can schedule a makeup lesson.

If a student cancels or no-shows on the day of their lesson the lesson is a loss to the student and no refund or free reschedule will be provided. Missed lessons must be made up on designated makeup days by the end of the month before the next billing cycle, they do not roll over to the next month unless the missed lesson was the last week of the month. It is the responsibility of the student/parent/guardian to book makeup lessons and can be done online, by email, or by phone.

Full Cancellation of membership must be done in person no less than 30 days prior to the next billing cycle. After the 30 days you will be assessed a cancellation fee if the contract has been breached. Advanced payment is not refundable.

### **Holidays**

WRC is closed for Spring Break, Thanksgiving, as well as the week of Christmas to New Years day. Those considerations are factored into monthly billing and the cost of lessons will not change during those months.

### **Inclement Weather**

It is WRC's Official policy to reschedule every student on days where the school must be closed or in conditions in which a danger is present to students/staff if they were to attend lessons. It is NOT our policy to refund lessons in these cases.

### **Other Programs**

I understand that other programs such as summer camps and various workshops and rentals are to be billed at an additional separate rate and are not included in my base lesson package.

### **Code of Conduct**

WRC does not tolerate inappropriate behavior or actions. Such actions include but are not limited to: violence, inappropriate activity, sexual conduct, unwanted physical contact, lude behavior, theft, aggression. Racial, derogatory, discriminatory, defamatory language of any sort is not tolerated. Taking part in any such language or actions is grounds for up to and not excluding immediate termination of WRC Membership and/or legal action.

### **Lesson Rooms/Facility**

Please take care of our facility. We are happy to have all of our students at WRC and wish to keep the premises up to standard at all times. If at any point you feel the premises are not up to quality standards we urge you to contact us immediately, so that we may remedy the situation as quickly as possible.

### **WRC Security/Surveillance**

Our premises has surveillance cameras for everyone's safety.

### **Acknowledgment of Applicability**

By purchasing this plan, I acknowledge that this agreement applies to not only the student and financially responsible party, but also to any Person(s) who accompany the student onto WRC Property. As such the student and financially responsible party are held accountable for non-student actions on the premises when in accompaniment on WRC Property and any violation of this agreement by any of the above parties can result in ramifications up to, but not excluding termination of this agreement as well as legal action on the part of WRC against the student and financially responsible parties.

### Discrimination Policy

WRC is a safe space and strictly prohibits discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law. All personnel under employ of WRC are charged to support this effort and to respond promptly and appropriately to any concerns that are brought to their attention.

Though WRC strives to provide a comfortable safe learning environment we acknowledge the right of the student to advocate for themselves. If at any point a student feels uncomfortable it is the right of that student to stop the lesson immediately. Should any fault be found on the part of WRC a full refund of the last month's lessons will be issued immediately.

### Acknowledgement of Understanding

I hereby acknowledge that I have read and have been taken through this document thoroughly. I was given a fair opportunity to ask any questions/ voice any concerns I may have had. I understand this document fully and agree to the contents including all Financial Responsibilities, Membership Perks, Legal Ramifications, and Persons to whom this document applies. I agree to adhere to this document, accepting that I fully understand all its content and that this is a legally binding document.

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

Date: \_\_\_/\_\_\_/20\_\_\_

### Monthly Plans

Lesson Package	Frequency	Duration	Monthly Total
Month to Month			
Monthly 30	Weekly	30 Minutes	\$180
Monthly 45	Weekly	45 Minutes	\$245
Monthly 60	Weekly	60 Minutes	\$345
Bi-Monthly 30	Bi-Weekly	30 Minutes	\$90
Bi-Monthly 45	Bi-Weekly	45 Minutes	\$122.50
*Bi-Monthly 60	Bi-Weekly	60 Minutes	\$180
<b>Six Months</b>			
Rockstar 30	Weekly	30 Minutes	\$165
Rockstar 45	Weekly	45 Minutes	\$225
Rockstar 60	Weekly	60 Minutes	\$325
**Scholarship Program	Weekly	30 Minutes	\$20

\*Bi-Monthly 60 Minute lessons sign up for Monthly 30

\*\*Scholarship Recipients are limited in number and a 6 week program only. [Apply here.](#)