




Welcome to At Your Door Music!

We're so happy to have you as part of our musical community! Our goal is to create a supportive and enriching environment where students can thrive. Please take a moment to read through our policies to ensure a smooth and enjoyable lesson experience.

Jessica
General Manager

Office Contact Info

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Risk-Free Trial Lesson

There is no charge before the initial lesson to ensure you are completely satisfied before committing to a payment. We will follow up after the lesson to confirm if your teacher is a good fit. If the teacher is not the right match, the initial lesson is free of charge, and you may try another teacher based on availability. If you decide to continue, the trial lesson will count as the first lesson in your lesson package.

Payment Policy

Lessons are billed automatically in packages of four. Once the last credit in your package is used, your next lesson package will be charged automatically. A receipt will be sent via email.

Lesson Package Pricing

- 4-Pack of 60-Minute Lessons: \$380 (\$95 per lesson)
- 4-Pack of 60-Minute Lessons with UV: \$420 (\$105 per lesson)

Duplicate Billing

We can only bill one party per student. Split payments or duplicate invoices must be arranged by the registering guardian.

Expiration Policy

Lesson credits do not expire and will remain on your account for future use.

General Cancellation Policy

We require **at least 24 hours' notice** to cancel or reschedule lessons. Please contact your teacher directly for any cancellations, and we recommend CC'ing the office on cancellation notices.

Lessons cannot be canceled via Pike13. Cancellations must be made through direct communication with your teacher (email, call, or text) to avoid misunderstandings.

Late Cancellations & No-Shows: If a lesson is canceled within 24 hours of the scheduled time, the lesson credit will be counted as completed.

Teacher Cancellations: If a teacher cancels a lesson, they will attempt to reschedule. If rescheduling is not possible, the lesson credit will roll over for future use.

Please Note: While there is no formal limit on cancellations, frequent or ongoing cancellations may result in your time slot being released to a student on our waitlist.

UV's Cancellation & Makeup Policy

If you are a student of UV, please note that his policies differ from those outlined above.

UV's Makeup Lesson Eligibility

Students may receive up to two makeup lessons per school year for cancellations made with at least 24 hours' notice. Cancellations made with less than 24 hours' notice are not eligible for a makeup. All lessons will be billed according to the original scheduled time, regardless of attendance.

Scheduling Makeups with UV

Each term ends with designated makeup days. If you're eligible for makeup lessons, they may be completed during this period. It is the responsibility of the student or family to contact both the office and UV to schedule a makeup lesson during this time. Additional makeup opportunities may be offered throughout the year, depending on the availability of both the teacher and the student. If a scheduled makeup is canceled by the student, it cannot be rescheduled.

Please Note: Since UV follows a school-year calendar with predetermined holidays and breaks, there are a limited number of lesson weeks each term. As a result, frequent cancellations cannot be accommodated, and makeups are only available as outlined above.

Studio Calendar

AYDM operates year-round and (with the exception of UV) does not follow a traditional school calendar. Families may pause lessons at any time with advance notice, otherwise, lessons will continue unless we hear from you.

[Please click here for UV's studio calendar.](#)

Withdrawal Policy

After your initial package of four lessons, we kindly ask for at least 14 days' notice to discontinue lessons, as a courtesy to your instructor. Any unused lesson credits will remain on your account for future use or may be transferred to a family member or friend.

Tardiness Policy

If a student is more than 10 minutes late, the teacher is automatically dismissed, and the lesson is forfeited. If running late, students should call their teacher as soon as possible.

Health Policy

If a student is contagious or unable to participate due to illness, please cancel the lesson. If a teacher arrives and finds a student is ill, the lesson will be forfeited.

Parental Supervision Policy

For students under 18 years old, a legal adult must be present in the home during lessons. However, they do not need to be in the same room.

Lesson Environment

To ensure a productive lesson:

- ✓ Provide a quiet, distraction-free space in a main area of the home.
 - ✓ Ensure pets do not interfere with the lesson or teacher's arrival.
 - ✓ Keep siblings, television, and other noise distractions to a minimum.
 - ✓ Maintain instrument upkeep (tuning, string replacements, etc.).
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Parking & Access

If your home has restricted parking, please provide necessary access information (guest passes, gate codes, etc.) in advance. During the winter months, please ensure your driveway and walkway are cleared and salted to allow teachers safe access to your home.

Online Lesson Alternatives

If an in-person lesson is not possible due to illness, travel, or severe weather, online lessons may be offered as an alternative.

Photo Release Policy

By enrolling in lessons, you agree to allow At Your Door Music to use photos or videos taken during recitals or events for promotional purposes. This includes use on our website, social media pages, newsletter, and other online promotional materials. If you prefer to opt out, please notify us in writing.

Student Health Disclosure

We are committed to providing the best learning experience possible. To support our students fully, we ask that families inform us of any medical, physical, mental, or behavioral conditions that may affect their learning. This allows teachers to offer more effective and sensitive instruction tailored to each student's needs.

🎵 Thank you for being part of the AYDM community! 🎵