



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. You can view our current rates at any time by [visiting our website](#).

We recommend 60-minute lessons for most adults and teenagers, 30-minute lessons for young children, and 45-minute lessons for students who fall somewhere in between.

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 a lesson. If you need to make a change, please contact your teacher directly using the contact information provided in your initial confirmation email. We also recommend CC'ing the office on any cancellation or rescheduling requests so we can ensure your account is updated correctly.

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.

Withdrawal Policy

If you need to discontinue lessons, please notify the office in writing by emailing contact@aydm.com. After your initial package of four lessons, we require 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.

Comfort & Safety

In-Home Lessons: To ensure that both the student and teacher feel fully comfortable during every lesson, **we require lessons to take place in a main area of the home with the doors open.** For students under the age of 18, **we also require a parent or legal guardian to be present and accessible in the home.** The adult does not need to be in the same room as the lesson but must remain within earshot. Failure to adhere to this policy will result in the teacher leaving, and the lesson credit will be forfeited.

Online Lessons: We strongly recommend recording lessons, with the consent of both the teacher and the parent or adult student, to help ensure everyone's comfort and to provide students with a valuable tool for practice and review.

Lesson Environment

To ensure a productive lesson, please provide a quiet, distraction-free space in a main area of the home, ensure pets do not interfere with the lesson or the teacher's arrival, keep siblings, televisions, and other distractions to a minimum, and maintain your instrument with regular tuning and routine maintenance.

Scheduling & School Calendar

At Your Door Music operates year-round and (with the exception of UV) does not follow a traditional school calendar. Lessons are not automatically canceled for national holidays, school vacations, or other breaks. If you plan to be away, please let us know in advance. Otherwise, lessons will continue as scheduled unless we hear from you.

Health Policy

If a student is contagious or unable to participate in person due to illness, please either cancel the lesson or contact your teacher and CC the office to request that the lesson be held online. Failure to adhere to this policy will result in the teacher leaving, and the lesson credit will be forfeited.

Tardiness Policy

Our teachers and staff have a reputation for being punctual and carefully account for travel time between lessons. We appreciate your understanding that unexpected circumstances, such as traffic, accidents, or vehicle issues, may occasionally cause a delay. If your instructor is running late, they are expected to communicate with you directly. If an unexpected delay prevents the lesson from taking place or from lasting its full scheduled duration, your instructor will work with you to arrange a makeup lesson for the missed time. If a student is running late, please communicate with your instructor as soon as possible. If a student is more than 10 minutes late, the teacher is dismissed, and the lesson is forfeited. Due to the logistics and fullness of our teachers' schedules, we are unable to ask teachers to extend lessons beyond their scheduled end time because of student tardiness.

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 weather, online lessons may be offered as a temporary alternative. In rare circumstances, we may require all lessons for the day to be held online to ensure everyone's safety. This requirement will only be implemented in the event of an emergency, such as severe weather or a natural disaster that makes travel unsafe. In these situations, lessons will continue as scheduled in an online format, and students may not skip lessons without charge simply because they have been moved online. If an extenuating circumstance prevents a student from attending the online lesson, exceptions may be considered on a case-by-case basis.

Photo Release Policy

By enrolling in lessons, you grant At Your Door Music permission to use photographs and videos taken during recitals or other school events for promotional purposes. This may include use on our website, social media platforms (such as Facebook and Instagram), newsletters, and other online or print marketing materials. If you prefer to opt out, please notify us in writing, and we will honor your request.

Student Health Disclosure

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

UV's Cancellation & Makeup Policy

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

UV's School Calendar

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

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 lesson. All lessons will be billed according to their originally scheduled time, regardless of attendance.

Scheduling Makeup Lessons with UV

Each term concludes with designated makeup days. If you are eligible for a makeup lesson, it may be scheduled during this period. It is the responsibility of the student or family to contact both the office and UV to arrange the makeup lesson.

Additional makeup opportunities may be available throughout the year, depending on both the teacher's and the student's availability. However, if a scheduled makeup lesson is canceled by the student, it cannot be rescheduled.

Please Note: Because 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 makeup lessons are available only as outlined above.

🎵 Thank you for being part of the At Your Door Music community! 🎵