



## Welcome to Lessons on the Go!

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

✉ Email: [contactus@lessonsonthego.com](mailto:contactus@lessonsonthego.com)

☎ Phone: (281) 401-9580

🌐 Website: [www.lessonsonthego.com](http://www.lessonsonthego.com)

## Tell Your Friends!

If you are happy with your lessons, please tell your friends about us! Many of our students come from word-of-mouth referrals. Your recommendation helps us continue providing high-quality music education.

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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.

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## Payment Policy

Lessons are charged automatically in bundles of four in advance. Once the last credit in your package is used, your next lesson package will be billed automatically, and you will receive a receipt via email.

## Lesson Package Pricing:

- **4-pack of 30-minute lessons** – \$169
- **4-pack of 45-minute lessons** – \$249
- **4-pack of 60-minute lessons** – \$329

### Duplicate Billing:

Only one party will be billed per student. Duplicate bills and split payments are the responsibility of the registering guardian.




**Expiration Policy:** Lesson credits **do not expire** and will remain on your account for future use.

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## 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.

**Kate Hotaling's Students Only:** If a student cancels lessons for more than two consecutive weeks, their lesson time **may be offered to another student on the waiting list**.

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## Withdrawal Policy

Students can withdraw from the program at any time. We request **at least 14 days' notice** to discontinue lessons. Any unused lesson credits will remain on your account for future use or may be transferred to a family member or friend.

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## 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.

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## 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.

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## Scheduling & School Calendar

Lessons on the Go operates **year-round** and does not follow a specific school calendar. Please coordinate holiday schedules with your instructor directly.

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## Parental Supervision Policy

For students under **14 years old**, a parent or guardian must be **present in the home** during lessons. However, they **do not need to be in the same room**.

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## 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 Considerations

If your home has restricted parking, please provide **necessary access information** (guest passes, gate codes, etc.) in advance.

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## Inclement Weather Policy

In the event of **severe weather**, lessons may be **rescheduled or moved online** at the instructor's discretion.

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## Online Lesson Alternatives

If an in-person lesson is not possible due to **illness or travel**, online lessons may be offered as a temporary solution.

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## Photo Release Policy

By enrolling in lessons, you agree to allow Lessons on the Go to use photos or videos taken during recitals or events for promotional purposes. This includes use on:

- ✓ **Social Media** (Facebook, Instagram, etc.)
- ✓ **Website & Newsletter**
- ✓ **Other Online Promotional Materials**

✉ If you prefer to opt out, please notify us in writing.

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## Student Mental & Physical Health Request

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.

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🎵 Thank you for being part of the Lessons on the Go community! 🎵