



2025 Policy Guide

1. Studio Policies

STUDENT EXPECTATIONS

- Students are always to arrive at their lessons on time with their music and assignment notebook.
PLEASE NOTE: No food or drink are permitted inside the lesson room except water.
- Students will demonstrate a commitment to strong attendance, as this is critical for a student's musical development.
- Students are expected to practice regularly, to show up ready to learn, and to be prepared to communicate their needs and questions with their teacher (or have a guardian present do so).

STUDENT MENTAL AND PHYSICAL HEALTH REQUEST. We believe in giving our students sensitive, informed instruction while upholding studio safety, and we cannot do this unless we are made aware of pertinent information about any mental or physical conditions that a student may possess. (We are resourced to access expert assistance and guidance when needed.) *Information can be communicated to General Manager Luke Chandler (847-934-5440 / luke@the-music-room.net) and will be shared only with your private lesson instructor.*

2. Enrollment & Billing

CREDIT CARD PAYMENT. Tuition payments are processed via credit card auto-debit on the 1st of each month. *All payment information must be received upon registration to confirm a lesson time.* It is the responsibility of the parent or adult student to inform the school of any change to their credit card account number and/or expiration date.
No split payments: The Music Room is unable to bill more than one party per student.

WEEKLY LESSONS have a monthly tuition billed at a **flat monthly rate** on the 1st of each month. This fixed tuition rate *and takes into account our [planned closures](#).* While a given month has between 3 and 5 possible lessons, this averages out over the course of the year as our school calendar ensures 48 lessons per year for each day of the week we operate.

30 minutes:	\$170/month	(\$150/mo for every additional 30-min weekly time slot)
45 minutes:*	\$245/month	(\$225/mo for additional) *45-min basis at instructor discretion
60 minutes:	\$320/month	(\$300/mo for additional)

PLEASE NOTE: PAYMENTS ARE DUE ON THE 1ST of EACH MONTH.

WITHDRAWAL AND REFUNDS: To withdraw from lessons, visit The Music Room, call 847-934-5440, or email info@the-music-room.net. **TEACHERS CANNOT ACCEPT NOTIFICATION OF WITHDRAWAL.** If canceling your enrollment on or after the date of your first scheduled lesson of the month, there is no refund or credit issued for unused lessons or make-up lessons. *Note that upon withdrawal, the student's lesson date and time are completely released.*

FLOATING LESSONS are for students who prefer the flexibility of scheduling each lesson individually and are at a **flat rate of \$48 per half-hour.** *Payment is due at the time the lesson is scheduled.* Lesson bookings are one at a time, subject to teacher availability, and without the guarantee of a regular time slot. Students are permitted a make-up lesson when **24 hours' notice** of cancellation is given, and a make-up lesson will be offered in the event of a teacher absence.

3. Attendance: Cancellation / Make-up Policies

CANCELLATIONS. In the event of a cancellation, please notify The Music Room as soon as possible by phone: 847-934-5440. TEACHERS CANNOT ACCEPT NOTICE OF CANCELLATION.

MAKE-UP LESSONS. *In the case of cancellations with 24 hours' notice or more, a weekly student is permitted up to 2 make-up lessons within a rolling 6-month period.* Make-up lessons are always subject to teacher availability, and The Music Room and the instructor reserve the right to have make-up lessons over the Zoom platform if necessary. Students have **60 days** from the time of cancellation to make up a lesson.

NOTE: A canceled make-up lesson cannot itself be made up.

NOTE: Withdrawal from lessons immediately renders any pending make-up lesson(s) unusable.

CONSECUTIVE PLANNED ABSENCES. In the event of multiple, consecutive planned absences, billing by The Music Room will not be interrupted unless a student withdraws. (See **WITHDRAWAL AND REFUNDS** above.) Should a former student be re-enrolled, they are not guaranteed their former lesson date/time or lesson rate.

LATE CANCELLATIONS. A make-up lesson **will not** be granted without 24 hours' notice of cancellation. **However,** lessons canceled on account of **illness** or an **emergency** are eligible to be made up on a special-case basis if notice is given by the day of the lesson and before the lesson time.

TEACHER ABSENCES. A substitute teacher will be provided at the regular lesson time in the event of a teacher absence; when a substitute arrangement is not possible, a make-up lesson will be offered.

TARDINESS OR ARRIVING SICK. *If a student is 15 minutes late or more, the teacher is automatically dismissed and the lesson will be ineligible for a make-up lesson.* Students who are running late should call the school and notify The Music Room staff. We will communicate with the teacher so that they know whether or not to expect you. If a student arrives for a lesson ill, the teacher may choose not to teach the lesson and send the student home. In such a case no credit will be issued for the missed lesson.

4. Our Communications to You: Crucial Updates and Announcements

Enrolling a member of your household in lessons adds your email address to our *private, internal* Mailchimp mailing list for our customers, from which you will receive all critical updates and announcements (e.g. emergency closures, road closures affecting lessons, changes to your billing plan, etc), which are included in our monthly eNewsletter or as a separate, dedicated mailing. For this reason, PLEASE do not unsubscribe from these emails while you or a member of your household remain actively enrolled as a student..