



## **PRIVATE LESSONS POLICIES**

### **Payments / Cancellation**

Tuition for all group classes and private lessons is due prior to the first lesson. Payment is available by credit card online at Serve Inc. or by check. A refund is available before lessons begin, or after the first lesson is completed. A refund is not available after the second lesson is completed.

### **Make-up Policy**

One make-up lesson is allowed for a package of 5, and 2 make-ups are allowed for packages of 10 or 20. Lessons will only be made up in case of emergency or illness and cancellation must occur with 24 hours' notice. If the instructor must miss a lesson it will be made-up at a mutually convenient time.

### **Teacher Change**

If purchasing a 10 or 20-package of lessons, a teacher change may be requested after one lesson is completed. A teacher change may not be requested during a 5 lesson package. If the new teacher is on a different tier, the difference in payment must be paid before lessons recommence.

### **Attendance and Punctuality**

Please check in each day at the Music Building Box Office, and your teacher will meet you and escort you to your lesson room. Lessons begin on time and end on time.

### **Revisions**

The UNCG Private Lessons Program policies may be subject to change or revision.