

COMMUNITY MUSIC LESSONS POLICIES

Updated March 2023



Payments / Cancellation

Tuition for all group classes and private lessons is due prior to the first lesson. Payment is available online by credit card or in person 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

If you have purchased a package of **10** lessons. This means you receive **2** make-ups in the event of illness or emergency. If you have purchased a package of **5** lessons. This means you receive **1** make-up in the event of illness or emergency. Please remember to contact your instructor with 24 hours' notice in this instance.

Attendance and Punctuality

Please arrive promptly to each lesson. Your teacher will meet you at the Music Building entrance or right inside by the Box Office/lobby and escort you to your lesson room. Lessons begin on time and end on time.

Teacher Change

If purchasing a 10-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.

Lesson/Program Termination

The CML administrative team (Supervisor and Coordinators) have the right to terminate participation in the program at any time at their discretion.

Revisions

The UNCG Community Music Lessons program policies may be subject to change or revision at any point by the Administrative Team.