

Melody Mart's Music Instruction Terms & Conditions

What will be included in your program will be a weekly half-hour standing private appointment and access to two of our monthly educational workshops, student-exclusive clubs, and more. Instruction occurs every day except Sundays at Melody Mart.

Getting Started

Enrollment can be started in-person, over the phone or by visiting our website, melodymartusa.com. You will complete a pre-registration form. Crissy, our scheduling and event manager, will contact you and complete the process. All times are subject to availability.

Enrollment

Once you are signed up for your private portion of instruction with Crissy, you will complete a simple Monthly Instruction agreement at the front desk on the first scheduled appointment date, and receive your student passcode. You will need to arrive approx. ½ hour before that appointment to complete. **Pricing & payment options are below.*

Expectations

Before your first lesson your instructor will reach out to introduce themselves. If you or your student has learning materials from previous instruction we encourage you to bring those materials to your first lesson. Your instructor will review and suggest any additional or new materials you may need. Remember, you will need an instrument to practice! Ask about the options available through our store.

Missed Appointments

Although we do our best finding a day and time that works for you, we understand appointments will be missed occasionally. We offer no guarantee that make-ups or rescheduled times for your Private Instruction portion of our program will be available. You are billed for all appointments whether you attend or not.

However with our program and your subscription, do not fret. Flexible group sessions have replaced those occasional missed private appointments. Remember, a direct conversation between you and your instructor is a must. If the availability exists and an instructor chooses, a makeup will be offered.

In the program every student and instructor will have 2 grace days annually, no questions asked.

An instructor who misses an appointment, will contact you directly to offer an alternate day/time for missed instruction. Instructors have 60 days to reschedule appointment dates/times. When private instruction is unable to be rescheduled by an instructor, you will be given access to additional monthly educational workshops.

Melody Mart is not available for instruction on all major national holidays. New Year's Eve, New Year's Day, Memorial Day, 4th Of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day.

All other minor holidays, Halloween, Veteran's Day, etc., are teaching days and instruction is given.

Payment Options

Instruction Subscriptions are a flat rate of \$100 billed on the 1st of every month. This subscription entitles individual students to a private half hour weekly appointment and 2 hour group programs. Students who choose to subscribe to an hour private appointment will be charged \$190.

1. Recurring ACH payments debited from a checking account (routing and account number is required) via First Midwest Bank, a division of Old National Bank, for a Private Instruction monthly subscription.
2. Recurring Auto payments debited on your credit or bank card via PayPal which requires a one-time registration fee of \$20.00 and a monthly processing fee of \$3.00.

Canceling Your Subscription

You must cancel monthly music instruction by the 15th of any given month at our front desk to avoid being billed for the following month. There are no refunds for partial months or failure to cancel by the 15th.

Let's enjoy it and have fun!

-- *The Staff at Melody Mart*