

SHOCK CITY SCHOOL OF MUSIC ENROLLMENT INFORMATION & SCHOOL POLICY

ENROLLMENT

Registration and billing must be completed for lessons or classes to start. The process is completed through the online student and parent portal via TeacherZone. This can also be accessed at www.stlpianolessons.com and www.shockcityschool.com. Students are required to commit to a minimum of 3 consecutive months of lessons upon registration.

A registration fee of \$45 will be collected upon enrollment and then annually moving forward. Any lessons or classes beginning after the 1st week of the month, will be pro-rated and billed accordingly.

Any single vocal coaching or in-session coaching can be scheduled on an as needed basis and payment is required at the time of service or in advance. A 50% non-refundable deposit must be placed to reserve your time with the teacher in conjunction with your Shock City Studios Audio Engineer for any recording or studio sessions.

CANCELLATIONS & RESCHEDULING

Cancellations *may* be granted and rescheduled when the school and/or teacher is given 48 hours' notice of need to reschedule, but are not guaranteed. Rescheduled lessons will be accommodated based upon availability. Your teacher can also send you a video lesson if you are unable to attend a lesson. If you need to pivot from an in person to an online lesson, please provide 4 hours' notice. Rescheduled lessons will be accommodated in a timely manner and will be arranged between the student and the office. Rescheduled/banked lessons must be used within 90 days. No more than 2 student cancelled lessons will be considered for reschedule per student's academic year. If a teacher is out, we will attempt to have a sub, otherwise your lesson will be rescheduled in a timely manner. Teachers reserve the right to pivot a lesson from in-person to online based on necessity and with advanced notice. Please email office@shockcityschool.com, or text/call 314-750-9395 for ALL cancellations and rescheduling needs.

INCLEMENT WEATHER

In cases of inclement weather, you will receive either an email or text notification through TeacherZone ONLY in cases of closing. All lessons and classes cancelled due to inclement weather will be rescheduled in a timely manner. Virtual online lessons may be available as an alternative.

MATERIALS

Books and materials will be selected by your teacher and will be purchased by the School to ensure timely distribution. All accrued book and material fees will be charged to student's card on file. Students are expected to have their own instrument for practice and bring any portable instruments with them for lessons (excluding piano/keyboards).

BILLING

Monthly automated payments will be established at the time of enrollment or by contacting the office. Payments will be automatically withdrawn from your credit or checking account on the 25th of each month* (private/group lessons)/27th of each month (Kindermusik) unless you select or indicate otherwise. First month's lessons will be pro-rated and charged the week lessons/classes begin. You may make changes to your billing plan at any time through your TeacherZone portal. You may pay by credit, debit, or direct checking withdrawal through TeacherZone. Please ensure your billing info is up to date. A \$10 late fee is subject to be charged if payment does not clear after the first notice of necessity of updating payment information. We reserve the right to charge a \$35 insufficient funds/return check fee if an electronic check does not clear with your bank. All lesson plans are considered ongoing, until formal termination or withdraw. Once a monthly tuition is collected, we do not issue refunds for any missed, cancelled, or otherwise unused lessons.

PLAN WITHDRAW, PAUSE, AND TERMINATION

To withdraw, please complete the withdraw form by the 15th of the month prior to your last scheduled lesson/class. To pause, please complete the pause form by the 15th of the month prior to your last scheduled lesson/class for the purpose of billing; lessons can pause immediately if necessary and any unused lessons will be banked for 90 days. Student is responsible for tuition even if proper notice is not given. We do not provide any refunds if form is not turned in prior to bill date. Student is obligated to a minimum of 3 months of lessons/tuition, therefore will be billed accordingly even if lessons are withdrawn/paused prior to. Forms may be obtained by emailing office@shockcityschool.com. Shock City School of Music reserves the right to terminate the relationship with a student and their family when this policy is not adhered to or for any other reason deemed necessary.

MISC.

Building door codes are for student use only. Door codes are a privilege for current students and does get changed periodically. You will receive notice of any changes; please do not distribute door code to anyone other than those in direct relation to your/your child's lessons.

Business office hours are between 10am-8pm M-F and 9am-5pm Sa. Please schedule an appointment if you need to meet with us outside of your lesson time. Call, text, or email anytime.

Updated Sep 2023. Policy is subject to change at any time and without formal notice. If questions, please ask your teacher or the office!

*For STL Piano Lessons students enrolled with a contract prior to Feb. 2021, your contracts/policies remain in effect.