



Student Information

Expectations For Students

- Please arrive 5-10 minutes prior to your lesson with your instrument or any music you have been working on
- Practice, practice, practice!
- Show up ready to have FUN!

Tuition

- Tuition for the upcoming month will be paid via auto pay with the credit card you have on file with Rock U on the first day of the month. You can change or update your credit card through the Student Portal.
- Payment may only be made via auto pay with a credit card. Cash, checks, and other forms of payment are not accepted. There is no cash on site.
- There is a one-time household fee of \$25. This fee is only applied for the first student enrolled, additional students within the household do not pay the registration fee.
- There is a \$10 discount per month for each additional student enrolled from the same household.
- Tuition is the same regardless of the number of weeks in a month or holiday schedules.
- A late fee of \$25 will be applied to any invoice more than 15 days past due.

Make-Up Lessons

- Please provide 24 hours notice of any missed lesson. If a last minute emergency situation comes up that keeps a student from attending a lesson, please let your teacher know as soon as possible.
- In the event of a missed lesson, the lesson is still paid for and a free make up lesson will be issued. Please work with your teacher to find a make up time.
 - Rescheduling between your schedule and a teachers availability can be difficult, so a virtual lesson, lesson with a different teacher, or a pre-recorded lessons may need to be issued.
- If your teacher needs to cancel a lesson due to illness or other reasons, Rock U will notify you as soon as possible and a make up credit will be issued to your account.
- You are limited to one missed lesson per month, and 4 free make up lessons per year. After 4 make up lessons, a make up lesson can be scheduled at a cost of \$40 per lesson.
- Please work with your teacher to schedule all make up lessons.
- Refunds are not available for missed lessons.

Cancellation Policy

- A minimum of 14 days is required to notify Rock U if you would like to cancel or discontinue lessons. Lessons will end at the end of the current month.

Teachers and Students

- If a problem comes up with a student or parent, we will do everything we can to resolve the issue. If a resolution cannot be agreed upon, Rock U reserves the right to discontinue lessons with the student.
- If an issue arises between a student and a teacher, please reach out to Brian King at brianking@rockumusicsschool.com

We are so excited you want to rock with us!