

THRIVE MUSIC ACADEMY

Studio Policies

The following Terms and Conditions apply to all membership agreements made between Thrive Music Academy (“TMA”) and its students and the parents/guardians of its students (“Members”).

1. COMMUNICATION

1a. All correspondence is sent out to Members by email and text message. If you find that you are not receiving emails from TMA, please let us know.

1b. It is the responsibility of the Member to make TMA aware of any changes to their contact details. TMA will not be held responsible for any missed communications, late/overdue payments, missed lessons, etc. if this is due to incorrect contact information.

2. MEMBERSHIP FEES AND PAYMENT

2a. Membership fees are automatically charged monthly through Opus1.io one week before the first day of the month. Students who start lessons after the first week of the month will pay a prorated amount for their first month of membership. Your monthly fees serve as a means to reserve your regular lesson time and allow participation in special events and themed weeks.

2b. Monthly membership fees for private lessons, All-Access Classes, Exploration Bands, and Rock & Write bands include weekly lessons and themed weeks over a calendar year divided into equal monthly installments. Holidays and planned closures are accounted for along with an extra buffer for unplanned closures/snow days. TMA will be closed for holidays as noted on the calendar, and all planned closures are figured into the monthly rate regardless of the number of lessons in a given month.

2c. There is a registration fee of \$35 for each student enrolled.

2d. A Member who is paying full-price membership is entitled to a 5% discount for any additional family members.

3. DURATION OF THE MEMBERSHIP AGREEMENT - ONGOING

3a. The membership agreement between TMA and the Member is a rolling agreement that continues monthly unless membership is canceled by the Member.

4. GROUP CLASSES

4a. All-Access Classes -

4.a.i. All-Access Classes include: piano, guitar, drums, and voice. Members can only book classes that match their age range and must be enrolled in a class in order to attend. Enrollment closes four (4) hours before each class starts.

4.a.ii. Members will be registered in an ongoing weekly class and may add drop-in classes beyond that as availability allows. Any additional booking takes place using the Opus1.io booking link found on our website.

4.a.iii. Should the Member wish to cancel their attendance at any particular group classes for which they have enrolled, *they must cancel their attendance through their Opus1.io account at least four (4) hours before the scheduled class.* Three consecutive absences from a class may result in removal from that class.

4.a.iv. TMA reserves the right to cancel a class in the event that a teacher is unavailable to teach or enrollment is too low. If a class is canceled, students are encouraged to enroll in a similar class at a different time.

4.a.v. The number of classes offered for each instrument will depend on the demand for that class. TMA cannot guarantee that there will be openings in each class that the Member wishes to attend.

4b. Band Classes -

4.b.i. No make-up lessons or credits will be provided for a student's absence from a band class.

4c. Inclement Weather/Unavoidable Cancellations – If TMA cancels any classes due to events out of its control, online resources and guidance will be supplied by the teacher.

5. PRIVATE LESSONS

5a. Absences –

5.a.i. We value and support our amazing teachers, so in an effort to give them a consistent schedule we do not offer make-ups. If you need to miss a private lesson, please cancel that lesson in your Opus1.io account. This cancellation will notify TMA staff of your absence, and your teacher will provide a customized Home Study lesson for you to work on at your convenience.

5.a.ii. In the event a teacher is unavailable to teach a private lesson, a suitable substitute teacher will be arranged. If a suitable substitute cannot be arranged, a make-up lesson will be scheduled by TMA management at a mutually agreeable time or a Home Study lesson can be sent.

5b. Unavoidable cancellations –

5.b.i. If TMA cancels any lessons due to events out of its control,

Home Study lessons will be provided to private students.

6. DROP-OFF AND PICK-UP

6a. Parents/guardians are permitted to drop off students for lessons/classes but are required to return for pick-up before the end of the lesson/class. TMA cannot guarantee that a staff member will be available to monitor students who are left unattended in the lobby, and students under the age of eleven (11) are not permitted to wait without a parent/guardian. Frequent early drop-offs or late pick-ups may result in additional childcare fees or removal from lessons/classes.

6b. For safety reasons, if your child is six (6) or younger, please come inside to pick them up from their class when the class is over.

7. MEMBERSHIP CANCELLATION

7a. In an effort to give our teachers a consistent schedule, we require notification of at least 30 days if the Member wishes to cancel their membership with TMA. To notify TMA of your cancellation, please complete our [withdrawal form](#). Your membership will terminate 30 days after our receipt of the completed form, and your final payment will be prorated if notice is given after the first of the month.

7b. Verbal notice given to the teacher will not be acted upon and is not considered sufficient unless confirmed in writing to TMA management by the Member.

7c. No refund or credit will be given for any cancellations before the end of a fixed length program (such as a workshop or camp).

7d. If TMA has to cancel a lesson agreement, it will endeavor to give 30 days notice to the Member. Any lessons remaining after the lesson's end date will be credited to the family's account if payment has already been made.

7e. If, in exceptional circumstances, TMA has to cancel the student's lesson due to damage of TMA property or harassment of TMA staff by the student, this may be done with no notice and no credit or refund for any outstanding lessons.

8. PENALTIES

8a. If the first attempt to charge is unsuccessful, Opus1.io will automatically try to charge again. If the charge is not successful after ten (10) days, a \$15 late payment fee will be applied. If the charge is not successful by the 15th of the month, the subscription will be canceled.

9. CHANGES TO STUDIO POLICIES AND PRICING

9a. The Studio Policies described above are agreed to upon enrollment and may be changed at any point by TMA without providing notice to the Member. A copy of the Studio Policies will always be available on our website, in the member's Opus1.io account, linked in each newsletter, and may be emailed to the Member

on request.

9b. TMA reserves the right to increase monthly tuition each calendar year. Should TMA change the monthly fee, it shall provide a 30-day notice via email to all Members regarding such changes.

10. PHOTO AND VIDEO CONSENT AND RELEASE

10a. TMA owns and reserves the right to use any film/media/still photographs of students for appropriate promotional purposes, including but not limited to printed materials, online and offline advertising and promotion, and social media. Any identifying information will not be used in conjunction with any video or digital images.

10b. Members must inform TMA in writing at any time if you will not allow the use of such images.

CONTACT DETAILS

For all general inquiries: admin@thrive-music.com

Phone/Text: (804) 522-1711 (available during office hours only)

Office Hours: Monday-Friday 2:00pm-7:00pm

Follow us on Facebook: www.facebook.com/thrivemusicacademy

Follow us on Instagram: www.instagram.com/thrivemusicacademy

Address: 9102 Rutland Greens Way, Suite E
Mechanicsville, VA 23116

2023-2024 HOLIDAY CLOSURES

Thanksgiving: November 20-26

Winter Break: December 23-January 5

Spring Break: April 1-7

Memorial Day: May 25-27

July 4th: July 1-7

Staff Development: August 19-25

Labor Day: August 30-September 2

Halloween: October 31