

# Studio Membership Policies



## All-Inclusive Tuition and Auto-Pay

I understand:

Tuition and fees cover my entire studio membership, including lessons, performances, materials and access to all Flourish resources.

Tuition is calculated by averaging 12 months worth of lessons into equal monthly payments. Tuition is the same every month, regardless of number of lessons that month. Some months will have more lessons and some less – over 12 months they will all be accounted for.

I will be enrolled in auto-pay and the correct tuition amount will be withdrawn on the 1st of every month. If my payment does not go through and I do not make payment by the 5<sup>th</sup> of the month, late fees will be applied.

All tuition and fees are non-refundable.

## Membership Hold

I understand:

I have the option of pausing my studio membership for up to 2 months at a time for a \$40 hold fee. I am eligible for one hold per calendar year. During my hold I can still access certain Flourish resources and studio-only news, as well as schedule makeup lessons with any makeup credits I have. I understand the same lesson time cannot be guaranteed when my lessons resume.

## Withdrawal

I understand:

I can end my membership any month by filling out the withdrawal form a minimum of 2 weeks before my withdrawal date. No previously paid tuition will be refunded.

Non-payment and/or no-shows do not constitute withdrawal. I agree to pay tuition for any lessons on the calendar prior to the official withdrawal date (minimum 2 weeks out from when I fill out the withdrawal form).

## Drop off/Pick up

I understand:

Supervision for children is not offered outside of lesson or class times and agree to drop off and pick up my child on time.

Repeated late pick-ups will result in additional fees of \$25 per occurrence. I will be responsible for any damage caused by unsupervised children on the premises.

## Cancellation Policy:

I understand:

There are **no guaranteed makeups** and **no refunds** if I cancel a scheduled lesson. However, I do have a few options if I cannot make it to a lesson.

### 1) Give my lesson time to a friend

If my friend signs up for lessons at Flourish, we both will receive a \$25 tuition credit!

### 2) Online Zoom Lesson

Ideal for cases such as inclement weather or any cold/flu symptoms.

### 3) Sign up for an open lesson slot

I get a makeup credit if I cancel **at least 72 hours** before my lesson. Makeup credit allows me to sign up for an open lesson slot in the same category as my regular lesson (Accelerated or One-on-One) and get a makeup lesson. It is my responsibility to cancel the lesson on the student portal and sign up for the open lesson slot.

If the teacher cannot attend a regular lesson and a substitute teacher cannot be found, the lesson will be made up at a mutually convenient time or a tuition credit will be issued.

## Eligibility for In-Person Lessons

I understand:

I will not attend or send my child to in-person lessons when sick and potentially contagious. I can opt for an online lesson for that day instead.

If the student is very sick and cannot handle an online lesson, then I can ask for an emergency makeup credit. To be eligible for an emergency makeup credit, I must cancel ahead of the lesson time. No credits will be given for no-call-no-shows.

## Photo/Video Authorization

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