

Kingdom Keys School of Music

Policies & Procedures

CLASSROOM POLICY

Our mission is to ensure that each student receives the best care, attention, and learning experience at Kingdom Keys School of Music.

Please report to class on time to fully benefit from your allotted class time. Students are granted a 15-minute grace period for late arrival. Classes are eligible for cancellation if the student hasn't arrived within the 15-minute grace period. Students will not receive compensation or reimbursement for late arrival.

Your session begins at your scheduled class time—not at the time of your arrival. If you're running late, please notify your instructor immediately. Also, please consider the student who may be scheduled immediately after your class.

Please arrive five to ten minutes early and wait in the waiting room until your scheduled time to ensure a prompt start time. Your instructor will be able to see you in the waiting room, whether in-person or virtual. Your instructor may accommodate your early arrival if no class is before your class. Please refrain from phone calls, excessive texting, and other distractions during your session. We value your time as our student; therefore, we ask that you return the same respect to your instructor.

Students must report to class on their scheduled day and time. Please alert the administration office if your class will be missed/canceled. Lessons are billed at the total rate if the student has not correctly withdrawn from classes. Students who miss **four consecutive classes without notice** will have their accounts placed on hold.

Students have three weeks from the time of notice to contact the administration office to redeem their status, resume billing, and schedule as usual. Otherwise, students will be moved to inactive status and re-register to continue classes.

As we strive to establish great relationships with our students, you may receive your instructor's personal contact information (phone, email, social media). Please be respectful and do not abuse the use of their contact information. Please govern all conversations professionally and refrain from calling/texting past business hours.

Kingdom Keys School of Music reserves the right to expel any student involved in any misconduct including, but not limited to, sexual, ethical, spiritual, or physical harassment or abuse. Such behavior will result in the termination of the student's enrollment.

CANCELLATION POLICY

Students must cancel 24 hours before the start of their class time to receive a make-up credit. Students have two months to redeem any make-up credits issued. Lesson fees are billed at the total rate if you do not cancel 24 hours before the start of your class time. You will receive a make-up lesson only if the school is notified 24 hours before your class time. Students are responsible for rescheduling their make-up lesson as soon as possible.

TUITION PAYMENT POLICY

Tuition covers all sessions received in the next calendar month. Therefore, the account holder must pay tuition in advance based on the weekly breakdown. Example: If each session is \$20 per week, your monthly payment will be \$80. If there are five weeks in the calendar month, you will be billed for the additional week (i.e., \$20 per week, for a five-week month will be \$100 for that month's tuition). To determine tuition costs each month, please view the weekly breakdown of your sessions by logging into your student portal.

Classes are billed monthly on the 1st to secure your timeslot each week with a debit/credit card or checkings/savings account. A \$15 late fee is charged if payment is not received by the due date.

Tuition schedules for students in group classes are slightly different. Contact the administration office for specific instructions for your group's program for further details.

Lesson fees for last-minute cancellations **are not waived**. Lesson fees are waived only upon cancellation notice 24 hours before class time.

CLASS WITHDRAWAL POLICY

All students reserve the right to cancel their class sessions at any time. However, in the unfortunate event a student desires to withdraw from classes, they must email the administration office by the 20th of the month to prevent billing for the subsequent months. For more information concerning the withdrawal process, please contact the administration office.

If you have any ideas or suggestions to improve our services and increase the value we offer to our students, please call the administration office at 248.331.9300.