



STUDIO POLICY

Thank you for enrolling at Lab de Musique. We are excited to have you embark on or continue your musical journey with us. Please take a moment to read our studio policy thoroughly. By paying for and attending music lessons or classes at Lab de Musique, you agree to the following terms and conditions:

Notice Period

To guarantee that our students feel a sense of accomplishment and retain their musical knowledge and skills, we kindly request that you provide at least two weeks' notice if you wish to discontinue your lessons. This notice period will allow us to adjust the schedule or classes as necessary, tailor the curriculum, and enable anyone on the waiting list to fill a spot in a full class. Please be aware that if you give less than two weeks' notice, the remainder of that period will still incur charges.

Payment

Payment is requested via bank transfer/cash/zelle/check, payable to Lab de Musique LLC and the amount and bank details will be noted on an invoice which I will send out at the start of each month. Payment is requested in advance for one-month payment. Payment will be based on how many sessions will take place that month.

Strict Return Check Policy - There is a \$30 admin fee on all returned checks. The return check fee plus the original payment must be received by the studio before any further lessons will be provided. Cash/pay via Zelle/bank transfer only will be accepted as repayment for a returned check with the returned check admin fees.

Class Expectations

I will do my best to be available to answer the door 5-10 minutes before the class time. Please be patient and wait outside the front door at pick-up time. The class will end promptly and I will open the door for you to come in and pick up your child. Please ensure you are on time to collect your child.

Absence and Lesson cancellations

If you cannot attend a class for any reason, unfortunately it cannot be refunded. If I have to cancel the class for any reason I will notify you by e-mail or text as soon as possible. Refunds will be given in the case of a cancelled session in the form of a discount on the following term, or an immediate refund to your bank account if you request this option.

Communication

We deeply value our communication with parents. Here are the ways we ensure effective communication, aimed at enhancing your child's experience with us:

- Email: Our primary way to keep in touch will be through email. If there's anything important about your child's lesson, we will let you know via email. Occasionally, you might also get text messages for reminders about payments or class cancellations, etc..
- Feedback: At the end of each term—fall, spring, and summer—we'll share feedback on your child's progress in relation to their level's goals.
- Contact: Please feel free to reach out to me anytime with any questions or concerns. I'm always happy to help!

Photographs

Lab de Musique LLC may occasionally take photographs/videos of classes and may use these in marketing materials and/or on social media, or – more commonly – use them for training purposes. Please state specifically if you would prefer your child not to be in photographs/videos used for these purposes.

Music Instruction Material Fees



We are thrilled to announce that Lab de Musique LLC is the FIRST music school in Louisiana to integrate KeyNotes Music into our curriculum, joining hundreds of music schools worldwide. We will supply all instructional materials that each student will utilize. The cost for each workbook is \$18, which will be billed in the month of the class when your child requires it.

Data Protection and Online Security

In order to book lessons/classes with us, you will need to provide us with your e-mail address, name, child's name, child's date of birth and phone number. These details enable us to contact you regarding your lessons, add your child to class lists, and ensure that they are placed in the right class in accordance with their age.

We protect the data collected from students/customers seriously and securely. Your data will never be passed onto anyone, ever. If you have any concerns, please contact our director, Dr. Katherine Chung.

We will use your contact details in order to communicate with you only.

**You will only receive text messages if we have your phone number. Please inform us immediately if you have update your phone number.*