

Policies & Protocol

Carroll Music Studio teaches approx. 20-25 students each semester. With this number of students, & only one instructor, the guidelines below provide the structure that is necessary in order to maintain fairness & consistency with each & every student.

Missed Lessons:

Under most circumstances, make-up lessons are not offered. If there are unusual circumstances that could not be prevented (death in the family, illness, or the like), please reach out for options.

I hope to discourage missed lessons. Your lessons should be treated like a weekly, standing commitment. If a student is not attending his/her lesson consistently, he/she is not likely to progress. If the student is not progressing, lessons become a time of frustration for both the student & the instructor, which can result in a loss of interest.

Tardiness:

Lesson time slots are scheduled one right after the other, so the lesson time that is lost due to tardiness cannot be made up by extending the lesson. **If a student misses more than 50% of his/her lesson due to tardiness, he/she forfeits his lesson.**

Instructor requested make-up lessons:

In the event that a lesson is cancelled due to the instructor's schedule, make-up lessons or a refund will be offered.

Discontinuing Lessons:

If a student needs to discontinue lessons before the semester concludes, 30 days notice is required. The student is welcome to continue lessons during that 30 days.

If the parent/guardian is utilizing the payment plan, payment for the 30 day period is expected.

If the parent/guardian paid in full, a refund for lessons not used (after the 30 day period is considered) will be issued.