

Let's Play Piano Studio Policy

Welcome to Let's Play Piano Studio! We are dedicated to providing high-quality online piano lessons via Zoom.

Please review the following policy to ensure a smooth learning experience.

Lesson Information

Duration Options: 30, 45, or 60 minutes. Faster progress may be achieved with multiple lessons per week.

Rates: Lessons are sold in packages of 12:

- 30-minute lessons: \$540 (ages 7 and under)**
- 45-minute lessons: \$660**
- 60-minute lessons: \$900**

Missed Lessons Policy

Consistency is essential for progress. If you need to miss a lesson:

- Cancel/Reschedule: Notify Carlos Cabrera at least 24 hours in advance.**
- Allowed Absences:**
 - One excused absence per 12-lesson cycle for students with one lesson per week.**
 - Two excused absences per cycle for students with two lessons per week.**
- Additional absences are not credited or rescheduled.**
- Make-Up Lessons: Must be completed within three months of the cycle start date. Unused make-ups will be forfeited.**

Payment Terms

- Prepayment for 12 lessons is required within one week of signup.
- Payment for the next cycle is due on the last lesson of the current cycle.
- Payment options:
 - Zelle: carlisio21@gmail.com
 - PayPal: Subject to a 3.49% processing fee.
- Lessons purchased after a cycle ends will count toward a new cycle.

Technology Requirements

- Ensure your equipment (computer, internet, Zoom setup) is working before lessons.
- Technical issues on the student's end are not considered excused absences.

Terms & Conditions

1. **Payments:** Non-payment results in suspension of lessons.
2. **Refunds:** No refunds for missed, unused, or canceled lessons.
3. **Termination:** Lessons may be terminated for inappropriate behavior, non-payment, or poor attendance.
4. **Liability Waiver:** The studio is not liable for personal injury or equipment issues during lessons or practice.

Contact Us

For questions or concerns, we're here to help! Visit our website at www.letsplay.nyc.

Acknowledgment

By signing below, both parties agree to the terms of this policy.

Student/Parent Name: _____

Signature: _____

Date: _____

Instructor Name: Carlos Cabrera

Signature: _____

Date: _____