



Magic Flute Online Music Lessons Policy

We're excited to have you join Magic Flute Music Lessons! Please take a moment to review our program policy, which all students (or legal guardians) agree to follow.

Tuition Billing: Magic Flute Music Lessons is a subscription-based program. Upon online registration, an initial payment of the first month's tuition is necessary to reserve a weekly lesson time. Payment does NOT guarantee makeup lessons, or other lessons outside of regularly scheduled lesson times. Tuition for a given month is due, in full, every four (4) weeks and will be automatically renewed. Magic Flute Music Lessons reserves the right to stop lessons if payment is not received. Tuition is always non-refundable, even in the case of mid-month cancellations or emergency absences.

24-Hour Cancellation Notice: No makeup lessons, refunds, or prorated rates will be given for lessons missed without at least 24-hours' notice (by email or by phone) prior to the scheduled lesson time. Notice must be given to Magic Flute Music Lessons, not to the teacher.

Makeup Lessons: Notification of absence does NOT guarantee a makeup lesson. Makeup lessons will be subject to the availability of the teacher. All makeup lessons must occur within two (2) weeks of the missed lesson. There can be no more than one (1) makeup lesson in any given month and no more than six (6) in an entire year. Notification of vacations must be provided at least 30 days in advance. In the event your teacher needs to cancel a lesson, you will be offered a makeup lesson within thirty (30) days. If a makeup lesson is not available, your account will be credited for the missed lesson.

Emergencies: In the case of unforeseen circumstances when a 24-hour cancellation notice is not possible, tuition remains non-refundable. Makeup lessons may be offered at the discretion of Magic Flute Music Lessons and subject to teacher availability. No more than two (2) emergency makeup lessons will be offered per year.

Teachers: Students enroll with Magic Flute Music Lessons, not individual teachers. Students may not solicit teachers for instruction outside Magic Flute Music Lessons. Magic Flute Music Lessons reserves the right to change teachers temporarily (i.e., hire a substitute) or permanently. In the rare occasion that a teacher is not available for a regularly scheduled lesson time, an alternative time will be arranged or tuition fees will be refunded.

Withdrawal: Students are responsible for all monthly tuition fees incurred from the lesson start date until a cancellation notice is received by email to lessons@themagicflute.com. Subscription cancellations are accepted up to the date of your next payment. To withdraw from monthly lessons, you must notify Magic Flute Music Lessons of cancellation of your subscription prior to your next payment due date. CANCELLATION NOTICES MUST BE VIA EMAIL ONLY, TO LESSONS@THEMAGICFLUTE.COM, NOT TO THE TEACHER OR STORE PERSONNEL. Oral notice of cancellation via phone, or in person, is not valid. Tuition payment is never refunded for discontinuing lessons mid-month. Missed lessons not already made up will not be refundable upon withdrawal/subscription cancellation.