

KSMA Important Policies

Cancelation:

Students are charged for all lessons or classes for which they register, including those missed through student absence. As a courtesy, students are expected to notify their teachers directly of any impending absence from lessons. Some instructors offer make-up lessons under certain circumstances, but they are not obligated to do so. If a teacher is absent for a lesson, a make-up will be scheduled at a mutually convenient time, or a substitute instructor may teach the lesson. If this make-up cannot be accomplished, students will receive a reimbursement or credit for teacher absences after the end of the academic year.

Temporary leave due to special circumstances:

In certain circumstances a student may be granted temporary leave from their lessons. These include: an injury that prevents the student from participating in lessons, serious illness, planned extended travel, family emergencies, and others. If a student is injured but a teacher is still able to give beneficial instruction, leave will not be granted. This should be discussed with the teacher, but the office must be informed and the directors will make the decision if leave is granted.

Changes in lesson length:

Often during the year a teacher and student will discover they are in need of longer lessons. After discussing with your teacher how it will work in their schedule, you must contact the office by email to ensure they are aware of the change and able to adjust billing accordingly.

Masking/Illness:

KSMA is currently mask optional. In private lessons teachers are expected to wear a mask if requested by their students and students and their families are expected to do the same if requested by their teacher.

If a student is ill, they are asked to stay home and prevent spreading illness to their teacher and other students. If they are ill, but feel well enough to have a lesson, they can request an online lesson that week.

Payment:

Payment is due on September 1 (Quarter 1), November 1 (Quarter 2), January 15 (Quarter 3), and March 15 (Quarter 4). There is a 15 day grace period before a \$25 late fee is applied and late fees can easily be avoided by communication with the office if a payment needs to be delayed. Payments can be made by check made out to KSMA (preferred to avoid processing fees), bank transfer through the invoices emailed to you, or by debit or credit card in person or over the phone.

Discontinuing Lessons:

If you choose to end your lessons you must give notice two lessons before you intend to finish. If you end lessons immediately you will be charged for the next two lessons and then refunded your remaining balance. You must inform the office by email of your intent to discontinue.