

Studio Policies

Terms and Conditions
Effective Date: 4/3/25
Last updated: 4/3/25

1. Introduction

Welcome to The Heart Music & Training Services. By accessing and using our website www.theheartsudios.net, enrolling in our classes, or utilizing our services, you agree to be bound by these Terms and Conditions. If you do not agree to these terms, please refrain from using our services.

2. Enrollment & Payment

2.1 Registration

- Students must complete the registration form and agree to these terms before enrolling.
- We reserve the right to accept or decline any enrollment request.

2.2 Fees & Payment

- Tuition and fees must be paid in full before the start of the session unless a payment plan has been arranged.
- Accepted payment methods: [Credit Card, PayPal, Bank Transfer, Zelle, etc.].
- Late payments may incur additional fees.

2.3 Refund & Cancellation Policy

- Cancellations made at least 7 days before the course start date will receive a full refund minus a \$30 processing fee.
- No refunds will be issued once the course has begun.
- If we cancel a class, students will receive a full refund or credit toward future classes.

2.4 Lesson Cancellation & Subscription Policy

- To discontinue lessons, students must provide written notice at least two (2) weeks in advance to avoid charges for the next month.
- **Monthly tuition is non-refundable once billed.**

2.5 Teacher Cancellations

If a teacher cannot teach in person due to illness, travel, or unforeseen circumstances, lessons will be held online at the scheduled time. If a teacher must cancel entirely, we will offer:

- A substitute teacher for the lesson.
- A makeup lesson scheduled at a mutually convenient time.

2.6 Student Cancellations & Makeup Options

Students who need to cancel a lesson may choose one of the following options:

- Cancel without rescheduling (Missed lessons are not refunded).
- Attend a group online makeup lesson on the last Saturday of each month at 6 PM.
- Convert the lesson to an online session at the same scheduled time.
- Receive a video lesson (A recorded 5–10 min instructional video with homework).

Important Notes:

- No individual reschedules unless due to a teacher's cancellation.
- Missed lessons are not refunded or rescheduled unless canceled by the teacher.

3. Attendance & Conduct

3.1 Attendance Policy

- Students are expected to attend all scheduled lessons.
- A makeup lesson may be provided at our discretion.

3.2 Code of Conduct

- Students and parents must conduct themselves respectfully toward instructors and peers.
- Disruptive behavior may result in suspension or dismissal without a refund.

4. Payment Policies

4.1 Auto-Payment & Billing

- All clients must set up auto-payment for monthly billing.
- Payments are due by the 7th of each month.
- Late fees:
 - \$30 on the 8th day of the month.
 - An additional \$50 every 30 days if unpaid.
- **If you face financial difficulties, please contact us before the due date.**

5. Liability & Disclaimer

- We are not responsible for injuries, lost property, or damages on our premises or during online lessons.
- Results vary based on student effort and practice.

6. Lesson Policies

6.1 First Lesson Commitment & Changes

- Once a lesson schedule is set, changes require 48 hours' written notice.
- After the first lesson, a 15-day notice is required to stop lessons.

6.2 Discontinuing or Modifying Lessons

- 15-day notice is required to:
 - Discontinue lessons.
 - Shorten lesson time.
 - Change the lesson day/time.
- To unenroll, you must call or email us directly.

6.3 Student & Teacher Tardiness

- Students must be on time. Teachers will wait half of the lesson time, after which the lesson is forfeited.
- If a teacher is late, they will make up the lost time.

6.4 Inclement Weather Policy

- If weather conditions are unsafe, we will notify students of cancellations.
- A makeup lesson will be scheduled.

7. Intellectual Property

- All lesson materials, course content, and website materials belong to The Heart Studios.
- Students may not reproduce, distribute, or sell course materials without permission.

8. Privacy & Data Protection

- Personal information is used only for enrollment, communication, and service improvement.
- Your data will not be shared with third parties except as required by law.



9. Books & Materials

- Teachers provide all required music books and materials.
- Book costs are included in tuition—no additional purchases needed.

10. Practice Expectations

- Students must practice regularly as instructed by their teacher.
- Parents are encouraged to support and monitor their child's practice routine.

11. Communication & Payments

- All payments and administrative inquiries must be directed to:
-  Email: info@theheartstudios.net
-  Phone: 786-445-0955
- Teachers cannot accept payments or make schedule changes.

12. School Calendar & Holidays

12.1 Academic Schedule 2025

- Spring: January 5 – June 14
- Summer: June 15 – August 16
- Fall: August 24 – December 20

12.2 Holiday Closures

- Memorial Day: May 24–26
- July 4th
- Fall Break: August 17–23
- Thanksgiving Break: November 24–30
- Winter Break: December 21 – January 3

13. Tuition & Monthly Membership Fees


- Tuition is a flat monthly rate averaged across the year.
- Some months may have more or fewer lessons, but tuition remains constant.


14. Changes to Terms

- We reserve the right to modify these terms at any time.
- Updates will be posted on our website, and continued use of services implies acceptance of the new terms.

15. Contact Information

 Email: info@theheartstudios.net

 Phone: 786-445-0955

 Address: 25055 SW 114 CT Princeton FL 33032