



Monroeville Music LLC
4366 Old William Penn Highway
Monroeville, PA 15146

MONROEVILLE MUSIC STUDIO BILLING FAQs

Q: How much are lessons?

A: Tuition is based on each teacher's rate, so it varies and will be communicated with you when you schedule with a particular teacher. Most of our teachers are currently charging between \$25 and \$35 per 30 minute lesson.

Q: What if I know I have to miss a private music lesson in advance?

A: Life happens, appointments have to be made, and vacations get planned. We try to be as accommodating as possible when it comes to missed lessons. Making an effort to be at your lesson every week on time will help in the learning process. We understand that sometimes other priorities have to take precedence over your scheduled time with us. Some instructors have the ability to reschedule your lesson when they are given an ample amount of notice ahead of time or if you choose, you can just pick up at the same time the following week.

*If you know in advance that you will miss a lesson, please let your teacher know and email monroevillemusiclessons@gmail.com so we can edit your invoice if it has not been paid for the following month.

*If you have already paid for the month, but know with more than 24 hours notice, please let your teacher know and email monroevillemusiclessons@gmail.com so that we can credit that lesson's tuition to the next month if a make-up lesson is not possible within the month.

Q: What is your music lesson cancellation policy?

A: *If you have already paid for the month, but know with more than 24 hours notice, please let your teacher know and email monroevillemusiclessons@gmail.com. You are eligible for a make-up lesson within the month if schedule allows. If no make-up is available, we can credit that lesson's tuition to the next month's invoice.

*If you have to cancel a lesson with less than 24 hours notice, please let your teacher know as soon as possible. Generally, you will not be refunded or be eligible for a make-up if there is less than 24 hours notice. If you are requesting an exception in case of emergency or illness, please email monroevillemusiclessons@gmail.com. These requests will be considered on a case-by-case basis and only up to 3 per year.

*If you are a "no show" to a lesson, your payment will be automatically forfeited and no makeup lesson will be scheduled. If you fail to show up for two consecutive lessons your day and time slot may be forfeited at the discretion of your teacher and/or the Studio.

*If the lesson has to be canceled by the instructor, they will attempt to reschedule the lesson or a credit will be applied to the next month's invoice.

*We ask that students arrive on time and ready to learn. If you are late to a lesson we cannot extend the lesson time.

Q: What are my payment options/requirements?

A: *A monthly invoice will be created for each month and emailed on the 15th for the following month's lessons. Monthly tuition may be paid via credit card or bank account online with a secure link on the invoice or by personal check made out to "Monroeville Music LLC" or cash delivered to the Studio or mailed to arrive by the first of the month. Tuition received after the tenth day of the month will be considered late and will incur a 15% late fee, and lessons will be suspended until payment in full. A \$20 fee will be charged for payment rejected for insufficient funds.

*Students are also responsible for purchasing their own books, instruments, and other materials needed for the lessons they are receiving. Instructors can help their students to obtain these items, but they are not responsible for providing them personally.