



# THE MUSIC FACTORY - POLICIES & GUIDELINES

Revised August 11th, 2025

## SCHEDULING PROCESS

The Music Factory's lesson program is organized around the routine of weekly lesson appointments conducted at the same day & time each week.

Our lesson plans are offered in the following durations (subject to availability) at the following rates:

- 30 Minute Lesson Plan - \$65.00 Per Lesson (paid as a monthly tuition)**
- 45 Minute Lesson Plan - \$85.00 Per Lesson (paid as a monthly tuition)**
- 60 Minute Lesson Plan - \$110.00 Per Lesson (paid as a monthly tuition)**

Upon selecting and confirming your preferred weekly lesson appointment on your teacher's schedule, this appointment will be reserved for you (or your child) each week, and your monthly tuition payments ensure that this reservation remains in place.

You are always welcome to inquire with your teacher or our admin about switching your regular lesson appointment to another day & time of the week to an ongoing new time, or an occasional one-time reschedule, but we cannot make a routine practice of rotating/alternating your lesson appointment from week to week.

## PAYMENT PROCESS

The Music Factory's lesson payments are processed as a **monthly advance tuition fee**, automatically charged to the student's (or parent/guardian's) payment method on the first calendar date of each month. This lump sum payment **reserves the student's weekly lesson appointment(s)** for the entirety of that month.

For example: If you (or your child) select a 30-minute lesson appointment on Mondays, your total will be \$260 for months with four Mondays (4 x \$65.00) or \$325 for months containing five Mondays (5 x \$65.00). Tuition payments processed after the 10th of the month, including due to processing errors, may incur a \$25 late fee.

The Music Factory's Lesson Subscription operates on a **monthly tuition basis** and does not allow for **lesson-by-lesson "pay as you go" payments**, except in rare cases explicitly approved in writing by The Music Factory's administrative team.

Please note: Monthly tuition is based on the **advance reservation** of a weekly lesson time on your teacher's schedule, not as a retroactive total based on lessons attended.

## MISSED/CANCELED LESSONS

Missed or canceled lessons are non-refundable. Except as specifically outlined below, The Music Factory does not provide credits or refunds for missed or canceled lessons.

Students (or their parent/guardian) may inquire with their teacher about the possibility of rescheduling a missed lesson as a makeup. However, makeup lessons are not guaranteed. All such requests are considered on a case-by-case basis and are subject to the sole discretion and availability of the teacher. If approved, makeup lessons must be completed within the same calendar month as the originally scheduled lesson.

The Music Factory cannot require teachers to offer makeup lessons except in cases where a lesson is missed due to teacher absence or administrative error. In the event of a teacher's illness, emergency or other approved absence, The Music Factory will make reasonable efforts to provide a qualified substitute. If a substitute is not available, the student will be offered a rescheduled lesson within the same calendar month. If rescheduling cannot be arranged, a credit for the missed lesson will be applied to the student's account.

These guidelines reflect decades of dedication to exceptional service, while honoring the time, care and professionalism our teachers bring to every lesson.

## AUTOBILL

The Music Factory's monthly tuition payments are processed via our "autobill" subscription billing system.

After completing our scheduling steps via phone or email and confirming registration through our scheduling and billing portal (currently hosted by **WellnessLiving.com**, or other such system as may be used by The Music Factory in the future), The Music Factory will manually process your **prorated first monthly tuition payment** on the date of your first scheduled lesson. Thereafter, **automated charges** will be billed to your encrypted debit/credit card or ACH account on the **first calendar date of each month**, reflecting **advance payment** for your reserved weekly lesson time throughout that month.

Your **monthly tuition payments** are processed with the understanding that you (or your child) will attend weekly lessons at your designated lesson day and time. These payments serve to **reserve your teacher's time in advance** and are **not** a retroactive charge based on attendance. The Music Factory **does not offer refunds or proration** for missed or canceled lessons, **except in cases of error, illness or emergency on the part of your teacher**, as outlined in the Missed Lessons Policy.

If you wish to withdraw from your lesson plan and terminate monthly autobilling, you must submit written notice to **info@musicfactorynw.com** at least **seven (7) business days before** the next billing date. Once received, The Music Factory will confirm the cancellation of your lesson and billing plan via email.

**Important:** Non-attendance of lessons, verbal notice to a teacher or staff member, or written notice to a teacher **does not** constitute a valid request to cancel your plan or billing. All withdrawal requests must be made in writing to The Music Factory's administrative staff directly.

Upon request, monthly receipts for autobill tuition payments may be provided via email.

## **THE MUSIC FACTORY LESSON SUBSCRIPTION PROGRAM (TERMS AND CONDITIONS)**

The Music Factory's lessons are purchased through a Lesson Subscription Program. Subscribers receive weekly reserved lessons for the duration of the subscription term. Students in the Lesson Subscription Program schedule lessons in advance by selecting a day of the week and time for a regular weekly music lesson. Subscribers automatically pay a monthly advance lump sum payment to The Music Factory on the day of their first reserved lesson, and thereafter on or around the first of each month, for each lesson day occurring in that month, for the duration of the subscription term.

I understand and agree that the prepaid monthly fees for the Lesson Subscription Program option that I have selected will be charged or debited by The Music Factory on the date of my first lesson to the payment method I entered into WellnessLiving.com or any other system utilized by The Music Factory. Thereafter, monthly fees will be charged on or around the first of every month during the subscription term. I understand and agree that The Music Factory will not refund or prorate fees for missed or canceled lessons after my lesson payments have been processed, except in accordance with the cancellation policies set forth below.

BY SUBSCRIBING TO THE PROGRAM, I AUTHORIZE THE MUSIC FACTORY TO AUTOMATICALLY BILL THE PAYMENT METHOD THAT I HAVE ENTERED INTO WELLNESSLIVING.COM, OR I PROVIDED ON MY MUSIC FACTORY SIGN UP SHEET, IN RESPECT OF MONTHLY TUITION AND FEES, COMMENCING THE DATE OF MY FIRST LESSON, AND CONTINUING THEREAFTER AT THE BEGINNING OF EACH MONTH, ON OR AROUND THE FIRST CALENDAR DATE OF EACH MONTH, DURING THE SUBSCRIPTION TERM.

### **SUBSCRIPTION FEES AND SCHEDULING LESSONS**

Subscribers enroll in regular weekly lessons, conducted at the same day and time each week. Subscribers choose one of the following lesson subscription options:

#### **Regular Lessons**

- Weekly 30 Minute Lessons - \$65.00 Per Lesson (autopay convenience)
- Weekly 45 Minute Lessons - \$85.00 Per Lesson (autopay convenience)
- Weekly 60 Minute Lessons - \$110.00 Per Lesson (autopay convenience)

Once I have selected my preferred weekly lesson appointment, this date and time will be reserved for me each week during the subscription term.

I understand that I must inquire with my teacher if I wish to change the day and time of my lessons. The Music Factory does not guarantee that other days and times will be available. Any deviation from the weekly lesson day or time that I have selected will be at the sole discretion of The Music Factory and its teachers.

### **AUTOBILL PAYMENTS**

On the day of the subscriber's first lesson, and thereafter on or around the first calendar day of every month of the subscription term, The Music Factory will automatically charge the payment method that the subscriber provided on Wellnessliving.com or such other payment system which the subscriber used to enroll in the Lesson Subscription Program, for each lesson day in the applicable month. For example, a subscriber who selects a 30-minute lesson appointment on Mondays will pay \$260 for each month containing four Mondays (4 x \$65), and \$325 for each month containing five Mondays (5 x \$65). Monthly receipts for autobill payments are available only upon request.

### **LATE FEES & BILLING CORRECTIONS**

I understand and agree that if I fail to pay any amount due and payable to the Music Factory by the 10th day of the applicable calendar month, the Music Factory will assess a \$25 late fee. I understand that it is my responsibility to notify and update my billing information with The Music Factory in a timely manner to avoid any service charges, and the fee will be assessed whether the late payment is due to a processing problem with the subscriber's method of payment or banking information. In the event that any temporary errors occur in relation to the timely processing of my monthly tuition payments on the first calendar date of the month, I authorize The Music Factory to process any necessary billing corrections on my account as needed.

## **CANCELLATION**

Students can cancel, modify, or suspend autopay for the Lesson Subscription Program by providing written advance notice to info@musicfactorynw.com. Cancellation must be in writing and sent to info@musicfactorynw.com or a Music Factory web form and must be issued no fewer than seven (7) business days prior to the effective date of such cancellation. The Music Factory does not recognize non-attendance of lessons, verbal notice to a teacher or staff member, or written notice to a teacher as cancellation of the Lesson Subscription Program. Notice to modify or suspend autopay for the Lesson Subscription Program will take effect upon the following month's billing cycle. If lessons are stopped in the middle of the month, the remainder of the monthly tuition will be non refundable.

## **MISSED OR CANCELED LESSONS**

Except as set forth herein, The Music Factory will not refund or issue a credit for a payment for any missed or canceled lessons. Makeup lessons are not guaranteed and are at the sole discretion of the student's teacher, are subject to availability, and must take place during the same month as the originally scheduled lesson. I understand that if a teacher misses or cancels a lesson for any reason, The Music Factory will try to find a substitute teacher for the regularly scheduled lesson. If a substitute cannot be arranged in time, The Music Factory will attempt to reschedule the lesson date within that same month. If that is not possible, The Music Factory will issue a credit to my account in the amount of the lesson that was canceled by the teacher.

I understand that The Music Factory teachers will not be obligated to teach on Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day, or any other major religious holiday ("**Holidays**"). Students are encouraged to work with their teachers in advance to reschedule any lessons falling on a Holiday. Additionally, no subscriber will be reimbursed or issued a credit for a scheduled lesson that falls on a Holiday unless the subscriber requests such credit or reimbursement in writing to info@musicfactorynw.com or via a Music Factory web form no fewer than seven (7) business days prior to the billing date of the Holiday for which a reimbursement or credit is requested.

## **RECITAL FEES**

I hereby authorize The Music Factory to charge a fee in the amount of \$40 per subscriber, or per student if the subscriber has enrolled multiple students, for each recital event in which the subscriber, or student, is a participant ("**Recital Fee**"). I authorize The Music Factory to bill the payment method that I have entered into wellnessliving.com or another payment method as I provided to The Music Factory for each applicable Recital Fee.

## **PHOTO AND VIDEO USE**

I hereby give permission for images and videos of myself, or my child if my child is the student, captured during online lessons, in-person lessons, or during The Music Factory recitals, to be used solely for the purposes of The Music Factory promotional material and publications, and waive any rights of compensation or ownership thereto.

## **EMAIL ANNOUNCEMENTS & MARKETING**

I hereby agree that the Music Factory may send me e-mail messages containing information about new programs and features, marketing materials and promotional offers via email. I may opt out of such communications by contacting the Music Factory's admins or clicking "Unsubscribe".

## **RELEASE OF LIABILITY**

I hereby release The Music Factory LLC, its officers, directors, employees and agents from any and all liability for accidents or injuries which may be sustained by me (or my child) in connection with my (or my child's) participation in The Music Factory's programs or classes.

## **MISCELLANEOUS**

This agreement constitutes the entire agreement and understanding between me and The Music Factory. Anything communicated to me verbally is not valid unless it is contained in this agreement. The Music Factory reserves the right to change or amend its terms and conditions policies at any time.