

Lesson Policies: Single Lessons

Gretchen Brumwell Harp Studio

Single Lesson Registration:

- A single lesson agreement is a pay-per-lesson system as opposed to a lesson tuition system.
- Most students in the Brumwell Harp Studio are required to register for weekly lessons, paid via monthly tuition. Students may only register for single lessons with special permission of the instructor.
- Single-lesson students submit a single lesson registration form, selecting the lesson length desired and agreeing to the policies below.
- Either the student or instructor may end the lesson agreement at any time.

Lesson Scheduling:

- Each lesson will be scheduled in consultation with the instructor on an “as-available” basis. An ongoing, standard lesson time will not be reserved for a student without a lesson tuition agreement.

Lesson Payment:

- Lessons must be pre-paid.
- After each lesson is scheduled, the student/parent will receive an invoice for that lesson via email. Click “Pay Now” in that email and follow the instructions to pay it online.
- If you do not see a lesson invoice in your email, first check your spam or other folders. If you still do not see it, email GretchenBrumwell@gmail.com or text 319-573-0875.

Payment Processing:

- Payments are processed securely through Square: <https://squareup.com/us/en/security>
- Payments can be made by debit card, credit card, or ACH bank payments.
- Since Square holds the stored payment methods, the instructor can only see the last four digits of students'/parents' card or bank information.

Lesson Rescheduling, Missed Lessons, and Refunds:

- Lessons may be rescheduled (either by the student or instructor) at any time before the lesson time starts with no penalty. If the lesson has already been pre-paid, the payment will be applied to the rescheduled lesson.
- If you need to reschedule on the day of a lesson, please text.
- A lesson is defined as missed (or “no-show”) if the student does not attend a scheduled lesson and does not contact the instructor prior to the start time of the lesson. The first time a student misses a lesson, it may be rescheduled. After that, any missed lessons will not be rescheduled. No refunds will be issued for missed lessons.
- Refunds will only be issued in these cases:
 - If a student will no longer be receiving lessons, a refund will be issued for any pre-paid lessons.
 - If the instructor needs to cancel a lesson and it is impractical (either for the student or for the instructor) to reschedule it, a refund will be issued for the canceled lesson.