



Parent/Student Lesson Membership Contract

Marich Music Lesson Membership includes the following benefits:

- A weekly lesson per month of membership for regularly scheduled lessons. See below for cancellation policies and carryover credits.
- 10% off regularly priced, in stock merchandise at Marich Music.
- 10% off instrument repairs at Marich Music.
- 20% off Market Street Guitars and FLX Ukuleles (in-stock only)
- Access to the TeacherZone app for scheduling, practice assignments, virtual lessons, and billing.

Drop-Off/Pick-Up and Waiting Area

- **Free WiFi is available in the waiting area.** Please ask a staff member how to log in.
- Students that will not have adult present with them are asked to arrive no sooner than ten (10) minutes before their lesson time and to be picked up no later than ten (10) minutes after the lesson has ended.
- A designated waiting area for students/parents is located on the second floor near the lesson studios. No running or rough playing in the waiting area or recital hall is allowed. Please be courteous of others regarding cell phone use and/or video games and keep voices at a reasonable volume. Unattended children must wait in the designated second floor waiting area before and after the lesson. Children must be accompanied by an adult at all times on the ground floor and parents will be responsible for any damaged goods and/or displays at Marich Music.
- Parents are responsible for making sure their child gets safely to and from the lesson studios and Marich Music is not liable for any injury or damage that may occur going to/from your vehicle or to your vehicle itself.

Safe Space Policy / Student Rights

- **Marich Music is a Safe Space.** We believe in protecting radical and free self-expression through art and music, however it is the utmost priority to us that our attendees feel safe and that we create a safe space in which to experience and learn music. Marich Music wants you to feel safe and to be safe in our building and operates the following Safe Spaces Policy. The most important

thing we want you to know is that **if something or someone makes you feel uncomfortable, no matter how minor it seems, you can report it to us.**

- Harassment of students, parents or staff will not be tolerated and anyone violating this policy may be expelled. Harassment includes offensive verbal comments or attitudes related to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, religion, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption, inappropriate physical contact, and unwelcome attention. Participants asked to stop any harassing behavior are expected to comply immediately. Marich Music does not view ignorance or intoxication as an excuse for harassment.
- If anyone engages in harassing behavior towards you, Marich Music will take any action they deem appropriate, including warning the offender, expulsion from the building and contact of local law enforcement. **If you feel you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a staff member immediately.**

Payment Methods

- You may choose to be billed automatically either by bank draft/withdrawal or by Credit Card. Please note that due to the fees incurred for Credit Card processing, there will be an additional \$5.00 per month charged should you elect to use this payment method. **There is no additional fee for ACH bank draft.**

TeacherZone App

- TeacherZone is the platform used by Marich Music for all scheduling, billing and learning. Parents/Students may use either the TeacherZone app or any web browser (www.teacherzone.com) to access their account. Any schedule changes must be done using TeacherZone.
- **For convenience, the TeacherZone app is available for iOS/Android mobile devices.**
- You will be assigned a user name and password when your membership begins.
- If you need help learning how to use the software, please contact Marich Music. **Your instructor will give you a brief tutorial during your first lesson on how to use TeacherZone.**

Recitals and Workshops

- **Performance is an integral part of a music education.** We may have several opportunities throughout the calendar year for students to participate in recitals. Recitals will count as a lesson and must be paid for in advance. **You may use a banked lesson credit to participate in a recital.**

- Workshops may periodically be available. **You may use one of your banked lesson credits to attend.** Students that wish to attend without using a lesson credit may do so by purchasing an additional credit in advance.

Cancellations, Rescheduling, and unused credit policies:

- **Students/Parents may cancel a lesson penalty-free up to 12 hours before your scheduled lesson.** This will result in a “banked” lesson credit that may be used for the life of your membership.
- **Cancellations/Rescheduling are done by the student/parent through the TeacherZone student portal.** You can do this easily on the TeacherZone app by visiting the “schedule” tab. There will be an option in the “upcoming lessons” tab next to your upcoming lesson to either cancel or reschedule. Cancelled lessons may be rescheduled by selecting the “banked lessons” tab and choosing a banked lesson to schedule. Press the “schedule” option and choose an available date and time.
- **Students/Parents will not be able to cancel a lesson within the 12 hour period prior to your lesson.** This will be considered a “no-show” and no makeup credit will be given. You may message the instructor using the TeacherZone app to let them know you will not be able to attend. If the instructor has been notified, they will use your scheduled lesson time to record videos/audio or assign you material to practice for the week. This should appear in your practice assignments tab on the TeacherZone app.
- A student can keep and use their lesson credit for lessons cancelled prior to or after your scheduled lesson day. **Credits do not expire as long as membership is maintained.**
- Additional credits can be purchased at current prices and are subject to the same cancellation policy as membership credits. This includes cancellation of ensembles, groups, or recitals.
- If the instructor needs to cancel a lesson, you can reuse your credit in any way you wish for the length of your membership. If an instructor has to cancel a lesson, they will make every reasonable effort to make availability for a makeup lesson.

Late fees and nonpayment

- You will be billed automatically on the 1st of each month for your membership. If your payment is declined, Marich Music will make an effort to contact you to update the billing information. If the billing has not been updated within a reasonable period before your next scheduled lesson, you will be dropped from the schedule until billing has been resolved. As scheduling happens in real-time, this may result in the loss of your preferred scheduled time slot.

Photo Release

- Marich Music may want to take photographs/video during recitals/lessons. Your signature on this contract gives consent to the use of photographs or video of students taken at Marich Music for publicity, promotional and/or educational purposes (including publications, presentations or broadcast via newspaper, internet or other media sources). Students names will be withheld unless given direct permission to do so. This also includes Marich Music recitals/events at other locations. Your signature implies full knowledge and consent and waives all claims for compensation for use, or for damages.

Cancellation of Membership

- Cancellation requests must be received in writing or email (info.marichmusic@gmail.com) before the first of the month.
- You will retain your lesson credits and benefits through the end of the month that we receive your cancellation notice.
- Any unused lesson credits at the end of your last month of membership are forfeited and donated to our scholarship program and will not be reinstated if you rejoin at a later date.

I agree to an automatic payment of \$_____ per month payable on the first of each month for Lesson Membership for the students listed below. Automatic payment will continue until I cancel the membership in writing.

Student 1 Name: _____ Instrument(s): _____

Student 2 Name: _____ Instrument(s): _____

Student 3 Name: _____ Instrument(s): _____

Student 4 Name: _____ Instrument(s): _____

Student 5 Name: _____ Instrument(s): _____

I agree to the above policies and payment terms.

Name

Date