



www.royaltonmusic.com • www.professionalsuitebyrmc.com  
10167 Royalton Road - Unit A • North Royalton, OH 44133  
(440) 237-9400 • (440) 237-9490 Fax

### **Music Therapy Policy**

**30 min= \$110/month 45 min= \$165/month 60 min= \$220/month**

Rates Effective as of October 1, 2004

#### **Tuition Payment and Schedule**

- **Tuition is paid monthly and is due by the 1<sup>st</sup> of each month**, regardless of the date of the first session. Tuition payments are not refundable, so you are encouraged to finish the month.
- Tuition includes weekly private sessions. Tuition is calculated by the year, and has been broken down into equal monthly payments for your convenience. Please note that the tuition rate takes into account that both client and therapist may miss a small number of sessions due to holidays and/or vacations.
- Payment is to be made automatically via credit or debit card. Cash or check is acceptable if paid **before** the first of the month.
- Sessions will not be given on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Wednesday-Saturday of Thanksgiving week, and for approximately two weeks at the end of December at the therapist's discretion.
- **If you do not attend all sessions for the month, the rate is the same.** No refunds will be given.

#### **Registration & Payment Options**

- The service confirmation and credit card authorization must be completed at the first session. One completed service confirmation & credit card authorization per client is necessary.
- To avoid credit or debit card charges, you may pay by check or cash prior to the 1<sup>st</sup> of each month.
- Should fees remain unpaid after the 1<sup>st</sup> of the month, your credit card will be charged.
- Any cash or checks received on or after the 1<sup>st</sup> of the month will be applied to the next month's fees, as your credit card was charged for the current month, on the 1<sup>st</sup> of the month, per authorization on the service confirmation.
- Clients with unpaid fees due to declining cards will be taken off the schedule after the 10<sup>th</sup> of the month.
- In order to stay on the schedule, a valid major credit must be on file at all times. To avoid interruptions, please remember to notify RMC with new card numbers or expiration dates.

#### **Discontinuing Services**

In order to withdraw from enrollment, the store/therapist must be notified before the 15<sup>th</sup> of the last month of sessions. The client will complete the current month.

- If the store is not notified, the next month's fees will be paid by credit card on file.



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### **Attendance & Missed Lessons**

Due to therapists' schedules and our large number of clients, we are unable to honor requests for credits for missed sessions. Quality is paramount at RMC and our music therapy program is no exception. In order to provide the highest quality, we must promise our therapists that they will be compensated for the time they have set aside for each client every week.

The store or therapist must be notified by phone of your inability to keep a session appointment at least 24 hours in advance of your scheduled time in order to be eligible for a make-up request and to accommodate make-ups for others as well as yourself.

- Make-ups will only be given according to the following guidelines: Serious illness, death of a family member, threatening weather, religious service, musical performance, or pre-planned family vacation.

A MAKE-UP REQUEST FORM must be completed in order for a make-up to be scheduled. Forms are available at the counter, or on-line, and must be submitted within 1 week of the absence. A maximum of 2 make-ups will be allowed during each 3-month quarter (Jan-March, April-June, July-Sept, Oct-Dec). A phone call to the store or therapist is necessary to report absences and be eligible for a make-up. It is your responsibility to request and complete a make-up request form, so be sure to ask for one.

Late cancels (sessions cancelled less than 24 hours before the scheduled appointment) and no shows (sessions missed without notice) must be paid for and will not be made-up. Sessions cancelled due to emergency or illness will be addressed on a case-by-case basis by the store and therapist.

### **Therapist Absence**

In the rare instance that sessions are cancelled by the store or therapist due to inclement weather or other such situations, a call will be placed to the home of the client as soon as possible.

- Please note that sessions are unaffected by school closings, vacation days, etc. Do not assume that sessions are cancelled because there was no school. Closings are the decision of the store and therapists and are in no way related to school schedules.

While RMC strongly discourages therapists from missing sessions, we also realize that situations may arise. Therefore, therapists are permitted to miss two scheduled sessions without provision for make-up or credit, in each 3-month period (this has been taken into account when figuring tuition).

### **Store & Client Responsibility**

Clients will be held responsible for any damages they may cause to RMC property.

- Royalton Music Center holds no responsibility or liability for minors.
- Minors left without adult supervision are not RMC's responsibility.
- Parents/legal guardians of minors waive the right to pursue any legal action towards the store or therapists for any injury sustained while at RMC.