



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

Music Therapy Policy

30 min= \$120/month • 45 min= \$175/month • 60 min= \$230/month

Rates Effective as of September 1, 2021

Registration, Tuition Payment, and Schedule

- Monthly tuition includes weekly, private sessions. Tuition is the same regardless of how many weeks are in the month or number of sessions taken due to holidays, etc.
- A completed enrollment form with credit card authorization, or proof of outside funding, must be on file before the client will be placed on the schedule.
- **Tuition is paid monthly and is due by the 1st of each month**, regardless of the date of the first session.
- Payment is made automatically via credit card or funding source. Cash or check is acceptable if paid **before** the first of the month.
- In order to stay on the schedule, a valid major credit must be on file at all times. To avoid session interruptions, please remember to notify RMC with new card numbers or expiration dates.
- Sessions will not be given on the following holidays: New Year's Day, Memorial Day, one week in July surrounding Independence Day, Labor Day, Wednesday-Saturday of Thanksgiving week, and for one week at the end of December (between the Christmas and New Year's holidays).

Attendance & Missed Lessons

- The store must be notified by phone of your inability to keep a scheduled session at least 24 hours in advance of your scheduled time in order to be eligible for a make-up.
- A maximum of 2 make-ups will be allowed during each 3-month quarter (Jan-March, April-June, July-Sept, Oct-Dec). It is your responsibility to request a make-up.
- Cancellations (sessions cancelled less than 24 hours before the lesson) and no shows (sessions missed without notice) will not be made-up. Sessions cancelled due to emergency or illness will be addressed on a case-by-case basis by the therapist.
- If a make-up is warranted, and the excused session was not scheduled and completed by the therapist, then RMC will issue credit to your account to be used for the following month's tuition. Therapists have 90 days to complete missed sessions.
- If you do not take all of your sessions for the month, the rate is the same.
- We are unable to honor requests for credits for missed sessions.
- Clients with inconsistent attendance and/or frequent late tuition payment may be removed from the schedule at the discretion of the store and/or therapist.

Therapist Absence & Weather Cancellations

- 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. Store closing info will also be posted on local news channels.
- Sessions are unaffected by school closings, vacation days, etc. Closings are the decision of the store and therapist, and are in no way related to school schedules.
- Therapists are permitted to miss one scheduled session, without provision for make-up or credit, in Q1 and Q2 of each calendar year. (This has been taken into account when calculating monthly tuition).

Discontinuing Enrollment

- **In order to withdraw from enrollment, the store must be notified before the 15th of the last month of sessions.** Tuition payments are not refundable, so you are encouraged to finish the month.

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.