

Gao Music Academy

Studio Policy & Enrollment Agreement

2026-2027 Academic Year

Please review this agreement before enrollment. Enrollment is complete only after the required forms, payment authorization, and initial payment have been submitted.

1. Enrollment, Placement & Lesson Programs

- Trial and placement lesson fees are due in advance and are non-refundable. A trial or placement lesson does not guarantee enrollment or a specific weekly lesson time.
- The instructor determines lesson length and placement based on the student's age, experience, maturity, goals, learning needs, and schedule availability.
- Private lessons are offered in 30-, 45-, and 60-minute formats. Additional lessons require instructor approval and schedule availability.
- Students preparing for examinations, auditions, festivals, or competitions may need longer or more frequent lessons, especially at approximately Grade 5 or above.
- The Studio may offer optional group classes, workshops, masterclasses, composition activities, performance classes, and summer musicianship programs. Separate registration and fees may apply.

2. Tuition, Materials & Fees

- Tuition for the following month is processed on the 25th of each month before the instruction month begins. Mid-month enrollment is prorated for the first month only.
- At enrollment, the first month's tuition and a final-month tuition deposit are due. The deposit is applied only after the required withdrawal process is completed.
- All families must use the Studio's approved recurring billing system and select either ACH direct withdrawal or credit-card payment.

Lesson / Fee	Standard Monthly Rate	Rate If Paid After the 10th
30-minute private lesson	\$220	\$230
45-minute private lesson	\$320	\$335
60-minute private lesson	\$410	\$420
(2)1-hr Musicianship & Keyboard Lab group lesson	\$180	\$200

- ACH direct withdrawal has no transaction fee. A 3% processing surcharge is added to the total credit-card payment.
- The late rate applies to balances unpaid after the 10th. If a late balance is paid by credit card, the 3% credit-card surcharge still applies.
- Any separate musicianship or theory materials fee listed on the enrollment form or invoice is charged per student. It may cover weekly written theory, sight-singing, ear-training, rhythm, and related printed or digital materials.
- Materials fees do not cover method books, examination or competition fees, accompaniment, or other third-party purchases unless specifically stated in writing.
- Out-of-class consultations are billed at \$120 per hour. Scheduled consultations must be paid in advance; impromptu consultations are due promptly after the session.
- A \$25 returned-payment fee applies to an ACH payment returned because of insufficient funds, incorrect account information, a closed account, or another bank-related reason.
- Declined credit-card payments must be resolved promptly. The late rate may apply if payment is not completed by the due date.

3. Musicianship & Keyboard Lab

- The Musicianship & Keyboard Lab is a group program. Separate registration is required, and placement depends on age, level, goals, and schedule availability.
- Each lab is 60 minutes. Students may attend one or two labs per week, depending on the selected program option and available lab times.
- Each lab requires a minimum enrollment of 5 students and is limited to a maximum of six students.
- Each 60-minute lab includes approximately 30 minutes of musicianship and 30 minutes of guided keyboard lab activities.
- Musicianship topics may include sight-reading, sight-singing, basic music theory, ear training, rhythm, listening, and written assignments.
- Keyboard lab activities may include supervised practice, technique drills, piano homework reviews, and other additional assignments.
- Lab tuition is billed monthly through the Studio's approved recurring billing system. No credit, refund, or private make-up is given for missed group lab sessions.

If minimum enrollment is not met, the Studio reserves the right to combine classes, adjust schedules, or cancel the lab.

4. Withdrawal, Refunds & Termination

- A minimum of one full month's written notice is required to discontinue lessons or lab enrollment.
- Notice received by the 7th of a month makes the following month the student's final month. Notice received after the 7th makes the second following month the student's final month.
- The final-month deposit is applied only after the Studio receives both written notice and a completed withdrawal form. Any remaining balance is still due.
- Canceling a payment method, disputing a charge, missing lessons, or giving verbal notice does not complete the withdrawal process.
- Tuition, lab fees, materials fees, and other paid charges are non-refundable. Students may attend through the final paid month, but no credit is given for stopping early.
- If an account remains unpaid after the 10th, the Studio may suspend or terminate lessons or lab enrollment and release the weekly lesson or lab time. Outstanding balances and applicable fees remain due.

- The Studio may terminate enrollment for non-payment, repeated policy violations, unsafe or disruptive conduct, or circumstances that interfere with instruction or studio operations.
- If the Studio ends enrollment for a reason unrelated to non-payment or a policy violation, unused prepaid tuition will be refunded.

To withdraw, a parent, legal guardian, or adult student must:

1. Submit written notice by email; and
2. Complete and return the Studio's withdrawal form.

Phone, text, or in-person notice does not complete the withdrawal process.

5. Schedule & Attendance

- The Studio provides 48 private lessons per 12-month enrollment cycle. Monthly tuition reserves the student's recurring weekly time; some months may include more or fewer than four lessons.
- Holidays and scheduled breaks are posted at www.gaomusicacademy.com/calendar and announced by email or through the studio-management system.
- Tuition is not calculated per lesson. Student absences do not qualify for refunds, credits, or tuition reductions.
- Students may receive up to three make-up lessons per calendar year for private lessons missed because of illness or a genuine emergency when at least 24 hours' notice is provided. Make-ups are subject to schedule availability.
- Vacations, camps, school events, family activities, sports, transportation problems, and other personal conflicts are not eligible for make-up lessons.
- Cancellations with less than 24 hours' notice and no-shows are not eligible for a make-up, except at the instructor's discretion in an exceptional emergency.
- If the instructor cancels a regular lesson outside a published break or force majeure event, a make-up lesson will be provided.
- For severe weather, utility outages, public emergencies, government restrictions, natural disasters, or other events beyond the Studio's control, the Studio may offer an online lesson, reschedule when feasible, or cancel without guaranteeing a make-up.
- A make-up lesson missed, canceled, or rescheduled by the student will not be offered again.
- Late arrival does not extend the lesson or lab. The lesson or lab ends at the scheduled time.

6. Practice, Musicianship & Home Instrument Requirements

- Regular home practice is essential. Students should complete weekly assignments and bring all required books, music, and materials to each lesson or lab.
- Practice expectations vary by age, level, goals, and program. The instructor may recommend specific practice frequency, duration, and methods.
- Parents or legal guardians of younger students are expected to support a regular practice routine, review weekly assignments, and provide appropriate supervision and encouragement.
- Assignments may include repertoire, technique, scales, sight-reading, rhythm, written theory, sight-singing, ear training, listening, memorization, improvisation, and composition.
- Students must have regular access to an acoustic piano or an 88-key, touch-sensitive digital piano with weighted keys and a working pedal. The instructor may recommend repair or upgrade when the instrument limits progress.
- Method books, repertoire books, examination syllabi, competition music, accompaniment, software subscriptions, and other third-party materials are purchased separately unless specifically included in a program fee.

7. Examinations, Competitions & Performance Opportunities

- Students may be invited or recommended to participate in recitals, community performances, masterclasses, festivals, auditions, graded examinations, and competitions.
- Participation depends on readiness, preparation, attendance, behavior, suitable repertoire, and the instructor's professional judgment. Enrollment does not guarantee eligibility for an event.
- Some events require longer or more frequent lessons, extra rehearsals, accompaniment, recordings, or supplemental coaching.
- Registration, examination, competition, venue, accompaniment, recording, travel, music, and other outside costs are the family's responsibility and are generally non-refundable once submitted.
- Registered students must meet deadlines, attend required rehearsals or coaching, and maintain consistent practice.
- The instructor may postpone or withdraw a student who is not adequately prepared, misses required deadlines, has excessive absences, or would not benefit educationally from participation. Outside fees may not be refundable.

8. Communication & Family Responsibilities

- Email and the Studio's billing and studio-management system are the primary methods for invoices, schedules, calendar updates, policy changes, deadlines, and announcements.
- Text messages may be used for brief or urgent communication but may be delayed or fail. Withdrawal notices, scheduling requests, and billing questions should be sent by email.
- A request is not considered received or approved until the Studio confirms it. Families should follow up by email if they do not receive a response.
- Parents, legal guardians, and adult students must keep contact, emergency, and payment information current and review Studio emails, invoices, portal notices, and calendar announcements.
- Failure to read an announcement or reminder does not waive a policy, deadline, or payment obligation.
- Respectful and timely communication is required. Harassing, threatening, abusive, or repeatedly inappropriate communication may result in suspension or termination.
- Brief questions may be addressed by email or during the scheduled lesson. Extended consultations, planning meetings, or extra coaching may be billed at the published consultation rate.

9. Student Safety, Conduct & Liability

- The Studio does not provide childcare or supervision before or after a scheduled lesson, lab, class, or activity. Minor students should not be dropped off early or left after the scheduled end time.
- Parents and legal guardians are responsible for the safe arrival and departure of minor students and for supervising children and guests when they are not actively participating in instruction.
- Students, family members, and guests must treat people, instruments, technology, furnishings, and Studio property respectfully.
- Unsafe, threatening, destructive, repeatedly disruptive, or seriously disrespectful conduct may result in removal, suspension, or termination of enrollment.
- Parents must disclose allergies, medical conditions, behavioral concerns, accessibility needs, or emergency information that may affect participation or safety.
- By enrolling, families acknowledge the ordinary risks of music instruction, performances, classes, and related activities.
- Families are responsible for personal belongings. The Studio is not responsible for items that are lost, stolen, or damaged.

10. Photo & Video Permission

- The Studio may photograph or record lessons, classes, recitals, and studio events for educational documentation or promotional use. Permission may be changed for future use by written request.

YES - I grant promotional permission.

The Studio may use photographs or videos of the student in studio communications, on its website and social media, and in brochures, advertisements, or other promotional materials.

Initial: _____

NO - I do not grant promotional permission.

I understand that the student may appear incidentally in wide-angle event recordings or group images when complete exclusion is not reasonably possible.

Initial: _____

11. Payment Method Selection & Final Agreement

Select and initial one payment method. Payment information must be entered separately through the Studio's secure billing system; do not write bank or card numbers on this form.

ACH Direct Withdrawal - No Transaction Fee

I authorize Gao Music Academy and its approved payment processor to withdraw monthly tuition and applicable fees from the bank account I provide. Payments are processed on the 25th of each month for the following month's lessons.

Initial: _____

Credit Card - 3% Processing Surcharge

I authorize Gao Music Academy and its approved payment processor to charge monthly tuition and applicable fees to the credit card I provide. Payments are processed on the 25th of each month for the following month's lessons, and a 3% processing surcharge is added to each credit-card payment.

Initial: _____

This authorization remains in effect until I submit a written request to change or revoke it. Changing or canceling a payment method does not withdraw the student from the Studio or replace the required withdrawal process. I agree to keep payment information current, and all unpaid balances remain due after a failed, returned, or declined payment.

Final Agreement

By signing below, I confirm that I have read, understand, and agree to the Gao Music Academy Studio Policy & Enrollment Agreement. I also authorize the payment method selected above.

Student Name(s): _____

Parent / Account Holder / Adult Student: _____

Signature: _____

Date: _____