

C5 Music Lesson Policies

Payment:

Payment is taken at C5 Studios by cash, card or check, or paid for through partnered charter schools (Heartland Charter School, Yosemite Valley Charter School, Sky Mountain Charter School.)

- As of October 24th, 2023, cost of lessons will be as follows:
 - For individual lessons: \$40/hour and \$20/half-hour
 - For groups of two individuals: \$50/hour and \$25/half-hour
 - For groups of three individuals: \$60/hour and \$30/half-hour
- Payment for first-time lessons can be made at C5 at the time of the lesson.
- To secure your regularly scheduled time slot, you must prepay for your future lessons at the C5 front desk. Please make sure to prepay for your lessons 72 hours in advance.

Cancellation:

We strongly urge anyone who has Flu or COVID-like symptoms, who has been exposed to COVID or other contagious illnesses to stay home, postpone their lessons, and avoid visiting the arts center or attending classes in person. Please contact your instructor in the event of illness or exposure as far in advance as possible. There will be plenty more opportunities to play music together in the future! Let's all play our part in being cautious and keeping each other safe.

If YOU need to cancel:

If you have scheduled a lesson and are unable to attend due to any concern over your health or other complications, you will be offered the following:

- If you would like to cancel a lesson you have already scheduled and paid for, please notify your instructor at least 12 hours in advance in order to be offered credit towards rescheduling a music lesson for a later date.
 - If you are unable to cancel your lesson 12 hours or more in advance but you need to cancel, please notify your instructor as soon as you can and accommodations will be made on a case by case basis.
- If no notice is given, and you do not show up for a lesson or workshop, you are NOT eligible for credit or for a refund.
- **For first time students:** if you do not show up to your first scheduled lesson, and do not give notice more than 24 hours in advance, all of your currently scheduled lessons will be canceled and those time slots will be reopened for other students.

If C5 STUDIOS cancels:

- If the instructor cancels or postpones a lesson, you will be informed immediately and will be able to receive credit for rescheduling your lesson.

- If the instructor cancels or postpones a lesson and you would like a refund for your canceled and/or future lessons, please contact your instructor during business hours.
- If your lesson or workshop is unable to go ahead as scheduled at C5 Studios, you will be informed immediately and be able to receive credit for rescheduling your lesson or workshop.
 - If your lesson or workshop is canceled by C5 Studios, you may request a refund by contacting C5 Studios.

If you have a personal question or concern regarding your lessons, scheduling, or cancellation policies, please contact your instructor within their business hours (Mon. - Fri. 9 am - 6 pm).

For first-time students looking to schedule music lessons, please give a time frame of 5 business days for your response.

The health and wellness of everyone in this community is our primary concern and we want to do all we can to keep everyone safe. If you have any concerns, questions or suggestions, please feel free to reach out to us at contact@c5studios.org.