

**NUGENT MUSIC ACADEMY POLICY STATEMENT**  
**2022-2023**

- **TUITION PAYMENTS:** Tuition is due on the 1<sup>st</sup> of the month. There will be a \$30 late fee assessed for all payments made after the 5<sup>th</sup> of the month. No further lessons can be given until payment is made. No refunds/makeups will be given for lessons missed due to non-payment. It is your responsibility to make sure your payment information is correct on our website. If your card is no longer valid and the payment is late due to this fact you will be charged the \$30 late fee. You may check/update your card info by going to our home page at [www.nugentmusicacademy.com](http://www.nugentmusicacademy.com) and clicking on the Student Portal Link. You can reset your password if you've forgotten it.
- **MAKE-UPS FOR PRIVATE LESSONS:** Due to the limited availability of our private teachers, no makeup lessons can be offered for missed private lessons. Skype/Facetime/Zoom lessons can be offered during the same time as the scheduled lesson missed with advanced notification. Text your instructor to inform them of the absence.
- **MAKEUPS FOR CLASSES:** The student may swap to another class with advanced notice of absence. The makeup must occur within 2 weeks of students' absence. It is the responsibility of parent/student to contact Tanya Nugent, director, via text at 318-201-2655 to receive available makeup class times.
- **INSTRUCTOR ABSENCE:** If the instructor is absent a makeup will be scheduled. If the student doesn't attend the scheduled makeup, it is then forfeited.
- **WEATHER CLOSINGS:** If we HAVE TO CLOSE due to weather we WILL NOTIFY YOU via text. A makeup up will be scheduled at a later date. If you feel that it is a travel hazard for you to drive in for lessons a Skype/Facetime/Zoom lesson can be offered during the same time as your child's normal lesson. You must request this online lesson at least an hour in advance of the students scheduled lesson time. Please contact your instructor via text message to make these arrangements.
- **DISCONTINUING LESSONS:** To discontinue lessons, 30 days written notice must be given to Tanya Nugent, director, via text at 318-201-2655 or email at [tanya@nugentmusic.com](mailto:tanya@nugentmusic.com). The parent is responsible for paying for lessons that would occur during this time period, whether or not the student attends these lessons. The staff at NMA has found that often students are feeling momentarily stressed and that a solution that isn't ending lessons entirely can be found and agreed upon by all parties!
- **USE OF PICTURES OR VIDEOS:** By enrolling your student in NMA you give us the right to use pictures and videos of your child for use in, but not limited to, advertising/social media/promotional flyers or TV ads. First name and occasionally last name initial are used in descriptions/comments. If you have any questions or concerns regarding this policy please email [tanya@nugentmusic.com](mailto:tanya@nugentmusic.com).
- **COVID PRECAUTIONS:** NMA will follow the suggested protocol from Rapides Parish School System for Covid-19 precautions. Handwashing and frequent cleaning of equipment and rooms will be required as well. If your child is not feeling well or may have been exposed to someone who has Covid please keep them home. Notify us within an hour of their scheduled lesson and we will teach them online.