



PMT Studio Policies

Lessons

- **Timing:** Lessons will last in length from 30 to 45 minutes: 25 minutes for instruction and 5 minutes for review and questions with family - longer lessons will be 40 minutes of instruction and 5 minutes review and questions with family.
- **Scheduling:** Lessons will occur regularly, at least once per week and be scheduled at least one month in advance. Please communicate any scheduled trips or events that are pre-planned, prior to the first of the month. Any changes requested after the first of the month may be reflected on the following month's invoice.
- Decision to discontinue lessons must be given via email or phone conversation with *at least* one month's notice for closure and planning purposes.

Attendance Policy

- **Cancellations:** Instructors should be given 24-hour advance notice regarding emergency related cancellations, i.e. missed school or work due to sickness or vehicle accident. This advance notice will allow for scheduling make-ups as needed and scheduling other appointments who may be seen on a cancellation basis. Failure to give 24-hour notice as outlined above will result in a "No Show" fee being assessed on the student's account as outlined in the Financial Responsibilities Policy.
 - This does not pertain to scheduled trips or events that were pre-planned, per the scheduling guidelines above.
- **"No Shows":** Please be aware that lessons may be discontinued if there is a pattern of cancellations or "no shows."
- **Tardiness:** If you will be late for your lesson, notify your instructor (via cell phone) as soon as possible. In this event, please understand that the lesson ends as originally scheduled. The instructor will wait at least ten minutes after the scheduled lesson time, before declaring the appointment a "no show."

Illness

If the student is not feeling well within 24 hours of scheduled lesson, please notify the instructor to schedule a makeup lesson per availability, or receive a credited lesson for the following month's invoice.

Please contact us regarding studio questions:

Piedmont Music Therapy
Charlotte, NC 28273
803.206.2044
www.piedmontmusictherapy.com



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Financial Responsibilities

Private Pay:

Music Therapy Treatment: Payment for each appointment will be electronically paid in full when services are rendered. If payment is not made in full at that time, a 10% late fee will be added to the invoice and itemized accordingly within 10 business days. Electronic payment is required.

Music Lessons: Payment in full is due at the first lesson of the month. Electronic payment is required.

Other 3rd-party Funding Sources: Electronic payment is required. It is the family's responsibility to provide Piedmont Music Therapy with the proper billing and contact information for the payer. The family agrees to pay for any outstanding balances not covered by the payer.

"No Show" Fees:

Please refer to attendance policies for guidelines of cancellations. "No Show" fees for individual or group clients plus music students in lessons: full regular rate per missed appointment.

Please contact us regarding billing questions:

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