



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. 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:** Instructor should be given 24-hour advance notice regarding cancellations. 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.
- **“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

The PMT COVID-19 Screening Questionnaire will be conducted at each in-person lessons for current health care precautions. Additionally, if the student is not feeling well within 24 hours of scheduled appointment, please notify the instructor to schedule a makeup lesson per availability.

For lessons in a residence: Refer to the PMT COVID-19 Screening Questionnaire and if any member of the household has a contagious illness (flu, stomach virus, strep throat, etc.), please inform the instructor so that they may attempt to schedule a makeup lesson.

Please contact us regarding studio questions:

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