



## Welcome to Red Pelican Music!

We're thrilled to have you as part of our musical family! Our goal is to provide a fun, inspiring, and high-quality learning experience. Please take a moment to review our policies to ensure a smooth and enjoyable experience.

**Jessica**

*General Manager*

## Office Contact Info

✉ Email: [team@redpelicanmusic.com](mailto:team@redpelicanmusic.com)

☎ Phone: (310) 439-9798

🌐 Website: [www.redpelicanmusic.com](http://www.redpelicanmusic.com)

## Tell Your Friends!

If you're enjoying your lessons, we'd love for you to share your experience! Word-of-mouth referrals help us grow and continue providing top-quality music education.

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## Lesson Options & Pricing

We offer three flexible lesson formats to fit your needs:

### 🎵 In-Home Lessons:

Our instructor will travel to you, providing personalized, one-on-one instruction in your home environment.

### In-Studio Lessons:

In-studio lessons take place at your instructor's personal studio space.

### 🎵 Online Lessons:

Learn from anywhere with virtual lessons via Zoom or your instructor's preferred platform.

### In-Studio & Online Lessons:

- 30-minute package: \$225 (\$56.25 per lesson)
- 45-minute package: \$315 (\$78.75 per lesson)
- 60-minute package: \$395 (\$98.75 per lesson)

## In-Home Lessons:

- Four 30-minute lesson package: \$250 (\$62.50 per lesson)
- Four 45-minute lesson package: \$350 (\$87.50 per lesson)
- Four 60-minute lesson package: \$450 (\$112.50 per lesson)

A **\$40 registration fee** applies to all new families to cover administrative costs.

Why is in-home pricing higher? The additional cost reflects travel time and the convenience of having the lesson in your home.

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## Payment & Billing

Lessons are charged in packages of four and are billed automatically after the first lesson.

Trial Period: Your first package of four lessons serves as your trial period. After completing the first four-pack, standard withdrawal policies apply (see "Withdrawal Policy").

While we do not offer free trial lessons, if you decide not to continue after your first lesson, please email us on the same day, and we will only charge you for that one lesson.

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## Cancellation Policy

We require **at least 24 hours' notice** to cancel or reschedule lessons. Please contact your teacher directly for any cancellations, and we recommend CC'ing the office on cancellation notices.

**Late Cancellations & No-Shows:** If a lesson is canceled within 24 hours of the scheduled time, the lesson credit will be counted as completed.

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## Studio-Specific Policies for Neil S

For students taking lessons with Neil, additional policies apply:

Makeups for Canceled Lessons: Lessons canceled with at least 24 hours' notice are eligible for a makeup lesson. It is the student's responsibility to schedule the makeup lesson, which must be completed within one month of the cancellation.

We require at least 14 days' notice to discontinue lessons to allow us to offer your lesson time to another student.

## Withdrawal Policy

If you need to discontinue lessons, please notify both your instructor and the office. After your initial package of four lessons, we ask for at least 14 days' notice to allow us to offer your lesson time to another student. Unused lesson credits can be refunded upon request within six months of purchase. After six months, credits are ineligible for a refund but will remain available for future use.

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## Tardiness Policy

If a student is more than 10 minutes late, the teacher is automatically dismissed, and the lesson is forfeited. If running late, students should contact their instructor as soon as possible.

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## Health Policy

If a student is contagious or unable to participate due to illness, please cancel the lesson. If a teacher arrives and finds a student is ill, the lesson will be forfeited.

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## Scheduling & School Calendar

Red Pelican Music operates year-round and does not follow a specific school calendar. Please coordinate holiday schedules directly with your instructor.

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## Lesson Environment

To ensure a productive lesson:

- ✓ Provide a **quiet, distraction-free** space in a main area of the home.
  - ✓ Ensure **pets do not interfere** with the lesson or teacher's arrival.
  - ✓ Keep **siblings, television, and other noise distractions** to a minimum.
  - ✓ Maintain **instrument upkeep** (tuning, string replacements, etc.).
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## Parental Supervision Policy

For students under 18 years old, a legal adult must be present in the home during lessons. However, they do not need to be in the same room.

## Parking Considerations

If your home has restricted parking, please provide necessary access information (guest passes, gate codes, etc.) in advance.

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## Online Lesson Alternatives

If an in-person lesson is not possible due to illness, travel, or weather, online lessons may be offered as a temporary solution.

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## Photo Release Policy

By enrolling in lessons, you agree to allow Red Pelican Music to use photos or videos taken during recitals or events for promotional purposes. This includes use on:

✓ **Social Media** (Facebook, Instagram, etc.)

**Website & Newsletter**

✓ **Other Online Promotional Materials**

 If you prefer to opt out, please notify us in writing.

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## Student Mental & Physical Health Request

We are committed to providing the best learning experience possible. To support our students fully, we ask that families inform us of any medical, physical, mental, or behavioral conditions that may affect their learning. This allows teachers to offer more effective and sensitive instruction tailored to each student's needs.

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🎵 Thank you for being part of the Red Pelican Music community! 🎵