

## Hollywood Music Policies and Procedures

### 1. Term Dates and Continuous Agreement

1. Hollywood Music (National City & Eastlake Chula Vista) operates year-round. Enrollment is based on a rolling monthly agreement, which automatically renews each month until a formal withdrawal notice is submitted and processed. A withdrawal notice (via email or text) or in person must be received by the **1st of the month** in order to take effect that same month. Once your notice is received, our administrative team will confirm your official last date of lessons. \_\_\_\_\_

2. Notices submitted mid-month will be applied to the **following month**. Tuition for the following month will still be processed on the 1st, and students may continue lessons through their final month. \_\_\_\_\_

3. Today is my child's last day is not acceptable \_\_\_\_\_

4. Classes continue after Recitals \_\_\_\_\_

### 2. PAYMENT OF FEES \_\_\_\_\_

Tuition fees are due and processed by auto pay on the first of the month. A credit card is required so we can process your payment. Declined and unpaid accounts on the 1st of the month will automatically be assessed a \$10.00 late fee. \$50 Annual Registration fee per child is due upon registration and will automatically renew on your yearly anniversary. \_\_\_\_\_

### 3. CHARTER SCHOOLS

Hollywood Music is an approved vendor with Inspire (Pacific Coast Academy, Mission Vista Academy) Elite Academic Academy, Springs Charter Schools and SoCal Scholars Academy. Vouchers from these programs are accepted as payment toward tuition. Please submit your funding request directly to your charter school for processing. All enrollments remain subject to Hollywood Music's Withdrawal Policy.

### 4. WITHDRAWAL

To ensure fairness and consistency, the following rules are strictly enforced: 1. "Today is my child's last day" is not acceptable. 2. Withdrawals are processed only on the **1st of the month**. This allows us to notify your instructor and fill the open spot. 3. Payment for the full month will still be posted and processed, and that month will serve as your child's final month at Hollywood Music. 4. The payment processed for that month will be the last charge on your account.

Any withdrawal notice submitted after the 1st will still follow Rules 1-4 \_\_\_\_\_

### 5. VACATION

Advance notice is required to guarantee make-up lessons upon your return. Make-ups may also be scheduled before your vacation. Please note: pausing payment follows the same process as a withdrawal notice. \_\_\_\_\_

### 6. REFUNDS

Refunds or credits will not be issued under any circumstances. If the school is closed for holidays, special events, or in the event of a class cancellation, a make-up class will be scheduled. \_\_\_\_\_

**7. HOLIDAYS**

The school is closed and all classes are rescheduled on the following days; Memorial Day, July 4th, Labor Day, Thanksgiving Day and the day after (Friday), December 24, 25, 26, 31 and January 1. Note that we close at 5:00 pm on October 31st (when it falls on a weekday) The studio is also closed on Recital Day (Saturday for Music students). Any other days the studio is closed due to unavoidable circumstance, your class will be rescheduled. \_\_\_\_\_

8. Teachers are paid based on enrollment, not attendance. Courtesy make-up lessons may be offered, subject to availability. A minimum of 24-hour notice is required in order to be eligible for a make-up lesson when an opening becomes available. \_\_\_\_\_

**9. PHOTO RELEASE**

The school is authorized to photograph or video record students for use on social media and in other promotional materials. If you do not consent, please indicate your preference in the "Comments" section by writing, *I do not approve*. \_\_\_\_\_

**10. COMMUNICATION**

To avoid miscommunication, all notices, including but not limited to absences, withdrawals, vacations, schedule changes, teacher changes, and class changes, must be submitted in writing to the front desk and not with the instructor.

Please log in to your Parent Portal at [www.ehollywoodmusic.com](http://www.ehollywoodmusic.com)

**11. DANCE STUDENTS (National City)**

Dance students may make up a class (with proper notice) when a similar class/level is available. During Recital preparations, make-up classes may need to be scheduled after the recital. \_\_\_\_\_

**12. POLICIES AND PROCEDURES**

A copy of Hollywood Music's "Policies and Procedures" is available on our app for your reference. \_\_\_\_\_

I have read the policies and agree to all of the above

Full name \_\_\_\_\_

Signature/Date \_\_\_\_\_

**PAYMENT INFORMATION**

Card number \_\_\_\_\_

Name on card \_\_\_\_\_

Exp date \_\_\_\_\_ Billing Zip Code \_\_\_\_\_

I \_\_\_\_\_ authorize HOLLYWOOD MUSIC to charge my credit card monthly on the 1st of the month for agreed music, dance, theatre classes and other related items and charges. I understand that my card will be saved for future transactions.

**SIGNATURE AND DATE** \_\_\_\_\_

