



Planet e Studios
1000 Palm Coast Parkway SW Ste. 209
Palm Coast, FL 32137
(386) 585-5564

Terms of Service

PAYMENT

Lessons are billed monthly and are due on the 10th of every month, at a flat rate of \$120 for 30 minute weekly lessons; \$175 for 45 minute weekly lessons; \$220 for 60 minute weekly lessons. Some months will have 5 lessons instead of 4, based on the calendar year. In total, a student will pay for and receive 48 lessons per year. The initial payment may be a prorated amount depending on when you start, and is paid in advance to reserve scheduling. *There is a 30 day refund for lessons not redeemed within the first month. All following months are subject to make-up lessons instead of credits and/or refunds. Any overpayment will be credited toward the following month's tuition. *Payments more than two days passed due will acquire a \$15 late fee. Accepted forms of payment include cash, check, credit/debit card and bank payment. All credit/debit card and bank payments will be processed through PocketSuite.

MATERIALS & PRACTICING

Students are to purchase and bring their music books and lesson materials to every lesson, unless instructed otherwise. All students should have a notebook to write down their weekly assignments so that they can practice, as well as their own method books to practice with. We encourage students to practice regularly throughout the week to solidify new concepts they've learned in their lessons and to promote healthy progress.

CANCELLATIONS BY STUDENT

If you need to cancel a lesson for any reason, click the link in your appointment reminder text message to cancel it. You can also call or text Planet e Studios at 386-242-4014. Do not contact teachers directly for cancellations, to ensure that all lessons are accounted for and

scheduled properly. A make-up lesson can only be scheduled if notice is given prior to a missed lesson. If a student misses a lesson without giving notice ahead of time, it is considered a “no call, no show” and will not be made up. Cancelled make up lessons will also not be made up. Cancellations do not affect the payment schedule.

CANCELLATIONS BY PLANET E STUDIOS

If Planet e Studios has to cancel a lesson for any reason, we will do so as soon as the conflict is known. A make-up lesson will be scheduled if possible. If not possible, a credit will be issued.

CANCELLATIONS BY ACT OF NATURE

If there is an uncontrollable or unforeseen event that prevents any lesson from taking place, the studio will reach out immediately to inform you of any lesson that will not be held. A make-up lesson will be scheduled if possible, or a credit will be applied to your account. Examples of such events include inclement weather, power outages, or local/national emergencies.

MAKE-UP LESSONS

A make-up lesson can be scheduled for current students as long as notice is given prior to a missed lesson. If a student does not come for a scheduled lesson and did not inform Planet e Studios that it would be missed, we are unable to offer a make-up option. Make-up lessons are not held during a student's regular lesson timeslot, but on make-up lesson days. Make-up lesson days are held on one Saturday, every month.

HOLIDAYS

We are closed during most holidays, however this does not affect the payment schedule. Make-up lesson days can be scheduled and used for lessons missed during holidays except for Thanksgiving Break, Winter Break, and Spring Break. During these specific breaks, on the dates specified on the Flagler County Public Schools calendar, Planet e Studios will be closed.

TIME OFF/SUMMER/

WITHDRAWAL/TERMINATION

30 days notice is required if a student will be taking time off from lessons or if a student will be withdrawing from lessons, after their initial month of lessons is completed. Taking time

off from lessons (and payments) does not guarantee that a student's timeslot will be available upon return. If a student is completely withdrawing, failure to attend lessons does not qualify as notification. Failure to notify Planet e Studios does not release a student from his/her financial obligation and is not an acceptable form of notification of intent to withdraw. If a student has four consecutive no call/no shows, we will terminate the student's lessons, we will release the student's spot in the schedule, and the student will be charged for all four of the missed lessons. Students who withdraw at any time will forfeit any unused make up lessons.

LIABILITY

I release, indemnify and hold harmless Planet e Studios, its managing member(s), owner(s), directors, managers, employees, contractors and agents ("Planet e Studios Parties") from and against any and all liability, claims, demands and causes of action whatsoever, arising out of or related to any loss, damage, or injury, that may be sustained by the student and/or the undersigned, while in or upon the premises or any premises under the control and supervision of any of the Planet e Studios Parties en route to or from any said premises.

USE OF TOUCH

Playing instruments, including one's voice, is a highly complex, physical activity. Even the smallest habitual problem with tension, posture or misalignment can over time lead to debilitating performance-related injuries such as tendonitis, carpal tunnel syndrome and focal dystonia, as well as contributing to shoulder and spinal problems.

Touch is used to identify tension, correct alignment, and help students develop their own kinaesthetic awareness. This work is crucial for beginners, and essential where players have developed physical habits which require somatic (movement) retraining.

- The purpose of touch is always explained when physical contact is necessary, so that the student is able to engage positively and effectively in learning.
- Instructors check before using touch in their instruction, obtaining on-the-spot permission in addition to the general permission granted by acceptance of this Policy.
- Physical contact is never used unnecessarily, inappropriately, or without consent.

PHOTO & VIDEO RELEASE

I grant permission for Planet e Studios, it's agents, and it's employees, the irrevocable and unrestricted right to record, edit, use, reproduce, publish and distribute by way of photographs and/or video images and all other media (electronic or otherwise) taken of me, or members of my family, for the purpose of publication, promotion, illustration, advertising, or trade, in any manner or in any medium.

I hereby release Planet e Studios and its legal representatives for all claims and liability relating to said images, audio and/or video.

Furthermore, I grant permission to use my statements that were given during an interview or guest lecture, with or without my name, for the purpose of advertising and publicity without restriction, I waive my right to any compensation.

REVISION OF TERMS

Planet e Studios reserves the right, at its discretion, to change, modify, add, or remove portions of these Terms at any time by posting the amended Terms. Any changes or modification will be effective immediately upon posting of the revisions. Your continued use of our services after the posting of changes or modifications constitutes your binding acceptance of such changes. In addition, when using any particular services, you may be subject to any posted guidelines, rules, product requirements or sometimes additional terms applicable to such services. All such guidelines, rules, product requirements or sometimes additional terms are hereby incorporated by reference into the Terms.

I have read this waiver agreement, I understand and accept its contents.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

{name}