



Contacting Eclectic Music

- Contact your teacher directly to cancel a lesson.
- Contact our office for help with billing, scheduling, changing teachers, using our online system, and general consultation and advice about your music lessons.
- Our office is easily accessible via phone and email. Hours are generally 8 AM - 6 PM weekdays.
- Stopping by the office without an appointment is not recommended, since not all studios are staffed.

Office:

Casey McCann, Founder/Director
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Sheree Bell, Operations Manager
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Eclectic Music Policies

- Tuition for weekly lessons is paid in seven installments on specific dates. Please see the info sheet "Eclectic Music Private Lessons Tuition" for more details.
- A registration fee of \$50 per family will be due with your first payment. Thereafter, the registration fee will be charged annually on August 1. Your registration fee in subsequent years is waived with full participation in our summer session.
- Payment is by Visa, Mastercard, Discover, ACH, or check made out to Eclectic Music. Please see the info sheet "Eclectic Music Payment Procedures" for more details.
- Tuition payments cannot be refunded, except in cases where a representative of Eclectic Music has canceled a lesson, class, or workshop. In that situation, school-year tuition payments will be prorated or refunded at the end of the school year or when the student discontinues lessons, whichever comes first. Summer tuition payments will be prorated or refunded at the end of the summer session.
- Books and materials are given out as needed, and billing notification is sent via email. The amount is then added to your next tuition payment.
- In the event of a missed lesson, the student should notify the teacher directly by phone (for cancellations on the day of the lesson) or email (if more notice is possible).
- Weekday lessons that are canceled by the student for any reason cannot be made up, nor can tuition be refunded. A teacher may, at his or her discretion, offer to reschedule the lesson if he or she has an available time slot. Students can also participate in our lesson swap program to get additional lessons.
- Weekend may be canceled without penalty with twenty-four hours' notice.
- Lessons canceled by the teacher are not charged and do not need to be "made up."
- A student wishing to discontinue lessons must notify the director prior to the start of the next billing period.
- If you are not satisfied with your lessons, please contact the director. You have two teachers: your own assigned teacher, and the director, Casey McCann. Casey is easily accessible and can provide advice and alternatives. We aim to accommodate each student's changing needs and desires with our own services and also by sharing the best resources of Atlanta as a whole.