Terms & Policies

2021-2022

Great Lakes School of Music LLC

Registration: There is a non-refundable, non-returnable & non-transferable registration fee of $30 per student or $50 per family payable at the time of registration.

Paying for Lessons: Monthly tuition is recurring on the first of each month through automatic payment via credit card or checking account. Students also may purchase lesson packages or individual lessons on GLSM website: www.greatlakesschoolofmusic.com

Student Absences: Students who miss a scheduled lesson may make it up by providing their teacher with a video of their assignment. This may be sent to their teacher provided that 24 hours notification is given to GLSM prior to cancellation. The teacher will provide commentary to the student at their next lesson. As an alternative makeup lesson, at the teachers' discretion, students may be scheduled for a makeup lesson based upon teacher availability. Any form of a makeup lesson must be completed with 30 days of tuition payment.

Teacher Absences: GLSM will make every attempt to provide a substitute teacher in the event that a teacher cancels. If GLSM is unable to provide a substitute teacher, the private lesson will be rescheduled.

Inclement Weather: When the building needs to be closed due to inclement weather, GLSM staff will make every attempt to notify students by email or text. GLSM does not follow the public schools open/close schedule. Private lessons will be rescheduled based upon the earliest teacher availability.

Injuries: Students, parents, family and legal guardians of minor students waive the right to any legal action for any injury sustained on the premises at any GLSM locations, resulting from normal lesson activity or any other activity conducted by the students before, during or after lesson time.

Discontinuing Lessons: To discontinue recurring private lessons and tuition, a Withdrawal Form must be completed, signed and dated by the 15th of the last month of lessons. These forms are located on the website: www.greatlakesschoolofmusic.com Neither credits or refunds are issued for any missed lessons. For Withdrawal forms received after the 15th of the last month of lessons, there is a $15 Processing Fee.

Late Fees: Monthly tuition not paid for any reason after the 6th of the Month will be charged a Late Fee of $15 / Transaction. This fee will be charged directly to the Credit Card or ACH on file at GLSM for Automatic Payments.

Credits / Refunds: Credits or Refunds are not issued for any purchased private lessons in which the student has missed. Any lessons in which the student is dissatisfied with will be handled on an individual basis.

Photo Release: GLSM is granted permission to take photographs or videos of students to use in brochures, websites, posters, advertisements, DVD's and other promotional materials which we create. Permission is also granted for us to copyright such photographs in its name.

Waiting Area: Children must be supervised in GLSM designated waiting areas. Parents, guardians, friends and family must wait in the designated waiting areas so as not to distract or disturb students / teachers as they are focusing on the private lesson. Occasionally, a teacher may request that a parent enter the studio.

Privacy Policy: What information do we collect? We collect information from you when you register on our site, place an order, subscribe to our newsletter, respond to a

survey or fill out a form. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously. What do we use your information for? Any of the information we collect from you may be used in one of the following ways: ; To process transactions: Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.; To send periodic emails: The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Note: If at any time you would like to unsubscribe from receiving future emails, please reply to email: REMOVE MY EMAIL ADDRESS FROM YOUR LIST. How do we protect your information? We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers. Do we disclose any information to outside parties? We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses. Children's Online Privacy Protection Act Compliance: We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act. Online Privacy Policy Only: This online privacy policy applies only to information collected through our website and not to information collected offline. Terms and Conditions: Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at http://www.greatlakesschoolofmusic.com. Your Consent By using our site: You consent to our online privacy policy. Changes to our Privacy Policy: If we decide to change our privacy policy, we will post those changes on this page. Contacting Us: If there are any questions regarding this privacy policy you may contact us using the information below. www.greatlakesschoolofmusic.com 5813 Mayfield Rd. Ste. 200, Cleveland, Ohio 44124 USA info@grlakesmusic.com 440-833-0206. This policy is powered by Free Privacy Policy and Rhino Support help desk software.