

Our Lesson Policies

Star Guitar is committed to creating a positive and fun learning environment for its music students. It is important that all students and parents understand and follow the Star Guitar policies below for a successful learning experience.

- We accept music students of all ages. All lessons are based on our instructors' availability. Students under the age of 16 must be accompanied by a parent or guardian during the entire in-person studio lesson. Lessons are also available conveniently on-line using conference meeting tools. Our on-line lessons have proven very effective.
- New students must register on the website using the Contact Information Page. You will be contacted for scheduling weekly lessons for the same day and time. We will request a back-up day for any make-up lessons if needed.
- Star Guitar instructors are independent contractors and Star Guitar is not responsible for any actions taken by the instructor.
- The health and safety of our students and instructors is a high priority. We want to make sure you feel safe during your in-person lessons. Students who are taking in-person lessons and their parents/guardians should discuss concerns and protocols with the instructor prior to the lesson.
- Communications regarding lesson dates, times, and scheduling changes between Star Guitar, it's instructors, and minor students must be through a parent/guardian.
- Lesson and equipment rental payments are made by credit card subscription weekly/monthly and processed using an autopay service. All lessons are automatically debited weekly. Visa, Mastercard, Discover, and AMEX are accepted. You will receive an automated receipt by email to the email address on file at Star Guitar. No refunds for any lesson payment already processed will be given, unless the payment is determined by Star Guitar to be in error.
- Lesson and equipment rental payments will continue automatically until Star Guitar has received written notification of cancellation. Your instructor may provide his/her email or you may send to starmediagroup@mac.com.
- Gift Certificates that are purchased by a lump sum payment package are active only for the number of lessons purchased. Gift certificate lessons are weekly consecutive lessons. Once the lessons have been taken or forfeited, the student must enroll in a weekly subscription payment program to continue.
- Gift Certificates that are purchased as an ongoing subscription are subject to the policies pertaining to subscription lessons.
- Students/Parents are responsible for ensuring that the credit card information is current. Transaction fees incurred by Star Guitar for invalid credit card information may be charged to the student.
- Star Guitar is not responsible for any overdraft or credit card fees incurred during the payment process. If payment is not accepted by the credit card on file, two attempts will automatically be made to recharge the lesson. Star Guitar is not responsible for notification to you or your credit card company or bank of the subscription payment attempts. If a lesson is not paid in full within

3 days following the lesson, future lessons may be cancelled at Star Guitar's discretion. All back payments are due immediately upon cancellation.

- Lessons may be conducted on-line “virtually”, using Facetime or another digital service. The student is responsible for ensuring a proper internet or cellular signal is available for the lesson time. The student is responsible to call the instructor at the appointed time to the number or email provided by the instructor and be prepared for the lesson.
- If the student is planning a vacation, school break, or has any type of schedule conflict, the student must contact the instructor with 48-hours advance notice. We will work together with you to accommodate a rescheduled date and time. If advance notice is not feasible, e.g. illness, contact the instructor as soon as possible before the lesson time. Rescheduling of a lesson without the appropriate 48-hour notification is at the discretion of the instructor.
- Students who do not show to the appointed lesson without notification will forfeit the lesson fee for that scheduled lesson without a reschedule.
- At times, the instructor may need to change a lesson time with or without 24-hour notice. The instructor will work with you to reschedule the lesson date and time. If the instructor is not available and a lesson cannot be performed, another instructor may be substituted at the discretion of Star Guitar.
- Star Guitar may, at our option, cancel your lessons if you (a) do not make payments timely as required, (b) the student fails to show up without notice to 2 consecutive lessons, (c) the student's attendance is consistently not reliable, (d) the student's conduct is rude, improper, or harmful, or (e) student does not follow instructor's safety and health protocols.
- Prices are subject to change without notice.