



2716 Westwood Drive
Nashville, TN 37204
615-521-1937

STANDARD POLICY 2015

WELCOME TO Nashville Music Academy. We are Nashville's premier source for general and special needs music education programs. Formerly known as Rose Music Group (now our parent company), we offer music lessons for any age and every instrument.

Appointments are accepted 7 days a week, Monday through Sunday 10 a.m. to 8 p.m. Appointment options are contingent upon the availability of instructors and studio space. Registration is simple and can be done online, in person, or over the phone with a Visa or Mastercard. There is no fee for registration, however the first lesson must be paid for in advance. We accept cash, check, Visa & Mastercard for payment of lessons.

RATES for lessons are as follows:

~ All 30 minute lessons are \$30.

~ All 45 minute lessons are \$40

~ All 60 minute lessons are \$55.

~ Buy 4 lessons in advance and receive 5% OFF.

~ All credit card charges will have a 0.35 terminal fee applied.

ADMINISTRATIVE OFFICE HOURS are 8am-3pm Monday-Saturday. If no one is there to take your call, please leave a message. Messages are checked very frequently.

CANCELLATION/RESCHEDULE POLICY: Lessons must be cancelled or rescheduled within 24 hours in advance or the original appointment to not be considered a late cancel. You may call the office or send an email to info@nashvillemusicacademy.org. In the event of a late cancel, the instructor may be able to provide a reschedule (for the same business week) if they have the availability. Otherwise the student will be charged for the late cancel lesson. We reserve the right to charge your credit card for the missed lesson payment if payment has not been received within three (3) days of the missed lesson. Exceptions are made for inclement weather (when Nashville is under a weather advisory). There is also a limit of two reschedules per month. If more than two reschedules occur, we reserve the right to give your desired time-slot to another student. Teachers are not permitted to handle rescheduling issues outside of the office, so please refrain from contacting them directly. Simply call or email the studio for any scheduling issues.

REFUND POLICY: There are no refunds except in the case of a billing or payment error on behalf of RMG LLC.

ADDITIONAL INFO: The Nashville Music Academy offers music programs for individuals with special needs, please ask a representative for more information. Also, a recital is hosted on the first Sunday of every November.