

### **Company Policies:**

**In order to enter into a contract to register for services or purchase products from EzraGuitar, clients must be registered by someone who is at least 18 years of age or older.**

## **2023/24: PAYMENT PLANS, REFUND POLICIES & COVID-19 SAFETY GUIDELINES**

Payment Plan Options for the Academic Year:

**Pay In Full:** One time payment made with a credit card, BIT, cash or Check.

**Payment Plans for All class (Private Lessons, Kids Group Guitar & Art classes):** The option to divide your tuition into payments is available for full academic year plans. You may choose to divide your tuition up to 8 payments, the final payment must be received by June 2024. Payment plans can be made with a credit card or Bit.

*In the event that your payment declines, you WILL be charged for any associated bank fees and you have 1 week to contact us to update your account. After one week, an additional 80 NIS late fee will be applied to your payment. If we do not hear from you to update your account after 2 weeks, then the student will not be able to attend classes until the payment is made. Any classes missed during this period will not be able to be refunded or made up.*

### **Refund Policies:**

Our policies are always built with the goal of protecting both our teaching artists and students, to ensure that all are compensated for their commitments towards each other. In the event that there are extenuating circumstances, EzraGuitar is always willing to work with you to come up with a mutually agreeable solution, taking into account fair treatment to all parties involved. Since EzraGuitar is able to offer an online option for Private lessons, re-location is not considered an extenuating circumstance. In addition, due to the circumstances surrounding the global pandemic and covid-19, EzraGuitar will do everything in its power to always provide ways to fulfill our programming promises to our students. If a circumstance/force majeure arises where EzraGuitar cannot provide ways in which to fulfill its obligations, then EzraGuitar will do everything in its power to reimburse or credit our clients for any services not provided. However, as long as EzraGuitar has created sufficient ways to

provide quality programming to fulfill its promises to our students, the following conditions will remain in place.

### **For Private Lessons:**

The first 20% of your full tuition is non-refundable. In the event that you decide to drop from your program at any point during the year, you will be charged for all lessons taken + the 20% as a "cancellation fee."

### **For All Group Classes (Kids Group Guitar & Art)**

The first 20% of your full tuition is non-refundable. In the event that you decide to drop from your program at any point PRIOR to March 1st, you will be charged for all lessons taken + the 20% as a "cancellation fee." For any drops AFTER March 1st, there are no refunds and you will be responsible to pay the full academic year tuition; as it is not possible at this point in the year to find a replacement in the class.

\*There are no refunds for Materials fees for Art classes

### **For any MID YEAR Registrations (16 lessons or less):**

Due to the short term commitment for these programs, once classes have begun, there are no refunds for these plans. It is preferred that these lesson packages be paid in full. However, IF you would like a payment plan for a Mid year enrollment, that will need to be discussed with EzraGuitar Administration directly to determine the best plan for you. However, you AGREE that once classes have begun, you will be responsible for the full amount of tuition.

### **Policies Regarding Private Lessons:**

**Cancellation Policy:** Cancellations must be made at least 24 hours in advance in order to reschedule the lesson. If a lesson is canceled less than 24 hours in advance, then the lesson will be forfeited. The teacher is in no way obligated to make up or refund lessons that are canceled less than 24 hours in advance. Students are entitled to TWO make up lessons if enrolled in an Academic Year lesson plan or ONE make up lesson if enrolled in a 16 week semester lesson plan (as long as the lesson was canceled according to the EzraGuitar policy). There are NO make up lessons packages of LESS than 10 lessons. All lessons, make ups included, should be completed within the session that they are intended. ie: Academic Year classes must be used from September 1st- June 30th.

**How to Cancel a lesson:** Please call your teacher directly for all cancellations or make ups or any alterations you need to make in your lesson scheduling. If you leave a message, send a text or an email to your teacher; you must receive a response back from them to confirm that the lesson is officially canceled. The best way is always to call them; not everyone has the ability to check emails on their personal devices; so discuss with your teacher what their preferred method of communication is.

**Tardiness:** For online & In person lessons: If the student arrives late to a lesson, the teacher will only be responsible to teach the student until the end of their scheduled time. The teacher will only be responsible to wait for a student until the halfway point of their scheduled lesson; after which they may leave and the lesson will be forfeited. IF the Teacher is late to a lesson, the teacher will either extend the lesson to make up for the time the same day, if possible, OR will schedule a makeup to give back the time at another date. If you know that you will be running late, please use common courtesy and call your teacher to let them know of your situation, so that IF it is possible they can adjust the schedule to accommodate you, and/or other students.

**Important for ONLINE Lessons:** Please note that most of the time teachers are teaching students back to back, so there may be a small delay in your start time as the teacher ends the lesson with the prior student. This “rhythm” will be established during the first few weeks of the semester. THUS: if a teacher is a couple of minutes delayed in starting your lesson, please do not assume that they are not coming, either wait a couple of minutes and/or give them a call or text. The same is vice versa: IF you are delayed in starting your lesson, the teacher will either text or call you to check in with you. We understand that sometimes there are technical issues with this lesson format, so please, just make sure to communicate with your teacher and/or our administration if you have any questions or need help troubleshooting. You will NOT be penalized for dealing with technical difficulties as long as you communicate them in a timely manner to your teacher

### **Policies Regarding All Group Classes:**

There are NO make-up lessons for group classes unless the class has been canceled by EzraGuitar. If classes are canceled due to force majeure\* EzraGuitar will make every effort to find a convenient date for the majority of the group to make up the lesson, but a make up cannot be guaranteed and thus will not be refunded in this circumstance. Classes cannot be made up or refunded if an individual misses a lesson. \*In the case of “force majeure,” EzraGuitar will try to use the ZOOM platform to

hold the lesson at the same time as scheduled so as not to miss valuable lessons.

#### ATTENDANCE:

Attendance is a very important part of studying a musical instrument. By skipping lessons the integrity of the course of study is interrupted and makes it very difficult for the student to truly progress at a good rate. If a student misses more than 2 lessons in a semester it will be at the discretion of the teacher if he/she believes that the student is prepared well enough to perform in the end of semester concert. The concerts are a very important part of our curriculum and they should be a positive experience for the students. If the student is unprepared because of poor attendance, the performance will not be a good experience for them, and we want to minimize bad experiences as much as possible; our goal is that music should be associated with fun and joy. Please understand that it is not a punishment if a student who misses class frequently is asked not to join the performance piece of the class, if the teacher feels that they are unprepared. It is our goal that performance should be a positive experience for ALL who are involved, including the audience. Thus we must take into consideration all of the students in the performance and honor their commitment and hard work. We also do not want to put a student who is under prepared into an uncomfortable public performance situation. The goal is to teach students to approach performance with all of their heart, to feel confident and proud of what they are presenting and most importantly, to enjoy the experience!

#### FAMILY DISCOUNTS:

##### IN STUDIO PRIVATE LESSONS & Kids Group Guitar:

Families will receive 5% off additional family member's tuition ONLY on lesson packages of 32 lessons or more. The discount will be applied to the lesser of the two amounts.

#### ART CLASSES:

Families will receive 5% off additional family member's tuition ONLY on lesson packages of 32 lessons or more. The discount can only be applied if multiple family members are all enrolled in Art classes, and will be applied to the lesser of the two amounts.

#### NOTES:

-Family Discounts can ONLY be applied to members of the same household. They canNOT be applied between friends or extended family members.

## **GUITAR & ACCESSORIES REFUND & UPGRADE Policies**

For STAGG Guitars: Stagg guitars are final sale only instruments. These instruments may be returned for a full refund ONLY if they are returned within 2 weeks of the point of sale and are in completely NEW condition: ie: no scratches, chips or any sign of use.

ALL ACCESSORIES: Are final sale items. They may only be returned for a full refund IF they are returned within 2 weeks of the point of sale, are in their original condition and original packaging with no sign of any use.

If you purchase an ORTEGA or CORDOBA guitar you are eligible for an upgrade. Instead of buying a brand new guitar every time your child changes sizes we will take back your guitar and give you a credit towards the next size.

You will never pay full price for a guitar again!\*\*

For Ortega Family series models and Cordoba C1M Protege models, you will receive a 240 NIS credit towards your next guitar.

For Full size Ortegas & Cordoba C1 Protege models, you will receive a 350 NIS credit towards your next guitar.

For Cordoba: Requinto & Cadete Models you will receive 400 NIS credit towards your next guitar.

For Cordoba: C5 & C7+ models: 440 NIS Credit

For other higher end models credit will be determined on a case by case basis.

**The only conditions** for upgrades are that your guitar should be in \*good condition, i.e.: no structural damages or deep scratches beyond normal wear & tear. EzraGuitar is not responsible for damages incurred by improper storage or handling of the instrument or damages caused by changes in climate. If the guitar is damaged, we will not be able to offer this service. Please do not allow your child to place any stickers or decals on the body of the guitar; as they leave residue and require special cleaning or can ruin the finish of the instrument. For damages such as these or others which are considered borderline; EzraGuitar reserves the right to deduct any other fees required to repair the instrument to a "Gently USED" status from the trade in credit.

\*\*Upgrade credit can ONLY be awarded to those upgrading instruments that have been purchased directly through EzraGuitar and only to the customer who purchased the instrument. ie: EzraGuitar cannot offer upgrade credit on an instrument that was purchased online or from any other seller. EzraGuitar cannot offer a customer upgrade credit on a guitar that was purchased or given to them by another client, unless there is written permission given from the original buyer to award the credit to the new owner.

## **Video/Sound & Photo use consent:**

We kindly ask your permission to allow EzraGuitar to use any and all video, sound recording and/or photography of the above registered student for any legal use, including but not limited to: publicity, copyright purposes, illustration, advertising, and web content. If in the future you decide to make any changes to your choice, you have the right to revoke your permission at anytime, by alerting the EzraGuitar administration of your choice to no longer participate.

**Privacy Policy:**  
Any personal information collected by EzraGuitar is used for the sole purpose of communicating directly with you about your courses and to let you know about programming, events and services provided by EzraGuitar. We will never share your information with any party outside of EzraGuitar.

**-COVID/HEALTH & SAFETY PLAN:** We will always follow the directions of Misrad HaBriut and do what is necessary to keep our community healthy and safe

To contact us:

Please Call/WhatsApp:

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If we do not answer PLEASE send a text or an email to:  
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Please do not rely solely on email to communicate with us; the volume of emails is very high and we cannot guarantee the speed in which you will receive a response. If you need to get in touch with us quickly please call.