



Dear Valued Customer:

First – and most importantly – I'd like to thank you for your business and your support! I realize that due to today's incredibly busy lifestyles, it's nearly impossible to keep track of everything that's going on in our lives. The purpose of this letter is to clarify the details of my cancellation policy and monthly fee.

Lessons that I provide are paid for on a **monthly calendar basis**, rather than in blocks of four. Usually, the cost per month is a flat fee, meaning that whether a particular month has four **or** five lesson days in it, the fee remains the same. Every so often, you'll get a **FREE** lesson when there are five lesson days in that month. The purpose of the occasional free lesson is to balance out any cancellation by the customer, since there are no refunds for lessons cancelled by the customer.

There are 4 exceptions to the flat fee:

- (1)** New students who begin in the middle of a month would pay a pro-rated fee as their initial payment, i.e. only for however many lessons still remaining in that **calendar month**.
- (2)** Rarely, I may need to cancel a lesson due to illness or an unavoidable conflict or circumstance. In the unlikely event that I miss a lesson, the fee for that lesson will be deducted from a subsequent payment.
- (3)** If there is a major holiday that falls **DIRECTLY** upon your lesson day – not the day before nor the day after your lesson day – then we will not conduct a lesson and you will not be charged. However, if there are five lesson days that month, but one of them is a holiday, then we will conduct four lessons and the usual flat fee applies.
- (4)** Since **July** and **August** are the peak vacation season, the monthly fee is pro-rated to include only lessons that are actually taught during those months. You don't pay for missed lessons in July and August due to your – or my – vacation.

Please be aware that I collect the tuition fee for the upcoming month on the final lesson day of the previous month. For example, October's fee would be due at the final lesson during September. Please note that I am seldom able to reschedule a lesson that has been cancelled by the customer. It's difficult for me to be all the way across town or in a different county on a day that I am not normally in that area.

Please make checks payable either to **Matt Torrence** or to **The Music Teacher Guy LLC**. My bank won't accept a check written only to "Matt." Also, please do not post-date the check for a few days or a week in the future, except in extraordinary circumstances. If you must to do that, please let me know first.

Online payment is also available:

My Venmo ID is: **matthew-torrence-1** • My Paypal ID is: **music.teacher.guy@gmail.com**
(Please send money to "Friends and Family")

My mailing address is:

Matthew Torrence, 1151 W. Sterigere Street, D23, Hunters Run Apartments, Norristown, PA 19401

- The normal fee for a month of weekly, 30-minute lessons is **\$109**. (That's **\$27.25** per lesson.)
- The normal fee for a month of weekly, 45-minute lessons is **\$159**. (That's **\$39.75** per lesson.)
- The normal fee for a month of weekly, 60-minute lessons is **\$209**. (That's **\$52.25** per lesson.)
- The normal fee for a month of weekly, 15-minute lessons is **\$55**. (That's **\$13.75** per lesson.)

Thank you for your time – I look forward to your continued support!

Matthew Torrence

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