

Ozzy's Music Academy Lesson/Camp Policies

(Updated December 2025)

Hello and welcome to Ozzy's Music Academy! We are excited to share music with you and your family in the years to come! We have a few policies in place to make things as smooth and fair as possible:

Lessons:

- **Trial Period:** OMA does not offer free trial lessons. Students learn in their time spent with our instructors and we value their time and expertise. Special considerations may be taken into account in instances of collaboration.
- **Notice Period:** OMA requires at least 48 hours' notice for canceling a lesson without medical or other emergency. This gives teachers enough time to fill the slot with another student. Lessons canceled within the 48 hour window will require a doctor's note in order to receive refund.
- **Cancellation Fees:** Cancellations made within 48 hours of lesson time will be subject to a cancellation fee equal to the lesson rate.
- **Medical Emergencies:**
 - Cold/Flu: students canceling a lesson due to cold symptoms are eligible to join a zoom meeting or an OMA group makeup class. This does not constitute a reasonable cause for refund for a lesson.
 - Flu: Students experiencing extreme symptoms who are unable to attend a lesson will be required to submit a doctors note in order to receive a refund for their lesson.
 - Medical Emergencies: lessons will be rescheduled in instances of medical emergencies and illness. Students are asked to provide doctors notes or COVID test results in order to reschedule without penalty.
- **Makeup Lessons:** Group makeup lessons are offered once per quarter on a Saturday Morning for those missing due to scheduling conflicts, travel and illness that did not fall in the >48hr notice category above
- **No-Show Policy:** OMA will not offer refunds for no call/no shows. A single no-show will warrant a probationary period. A second no-show will result in a client being dropped from Lessons at OMA.
- **Holidays and Vacations:** OMA schedules lesson windows around in anticipation of holidays and vacation days. It is your responsibility when booking to know your calendar and commit to days. OMA's notice period is stated above.
- **Communication Channels:** OMA's preferred communication channels are email info@ozzysmusicacademy.com, and direct text message with your instructor.
- **Payment Method:** Fees for lessons with OMA are as follows: Youth lessons \$90/hour, \$50/half hour, Adult Lessons \$150/hour, \$75/half-hour.

- Camp Policies: Day Camps \$119/day with discounts (concurrent sibling 10%, and earlybird 15%) available, discounts may not be combined.
- Community Club Membership Discount 5%- Elks, Lions, Rotary Veteran
- 20% nonrefundable deposit is due at the time of registration. OMA will run deposit billing on accounts on the last day of the month.
- Remaining balances are due the week before camp and will be processed by OMA Staff

2. Lesson Payment:

Lessons: We accept many forms of payment, primarily through our booking services, Jackrabbit and simplybook.me. In certain circumstances, cash, venmo, and paypal may be acceptable. For Kid's Bands and other group classes, Payment will be processed on the first day of the term in full or quarterly for annual enrollments.

Payments for lessons should be made before the first lesson of the month. Teachers will schedule lessons for the month at that time as well.

OMA Group Classes: OMA requires a 20% deposit at time of registration and the remaining balance the week before classes begin.

3. Camps: Payment, Deposits, and Refunds

Payment & Refund Policy

- Payments

Payments for camps can be submitted through Jackrabbit, Eventbrite, PayPal, check or QuickBooks invoicing.

- A **15% early enrollment discount** is available.
- A **10% sibling discount** is available for concurrent enrollments. (an additional 5% for additional siblings is available)
- Community Membership Discount: **5% discount** (Elks, Rotary, Lion's,)
- Discounts may not be combined.

Late Payments & Card on File Policy

To ensure smooth registration and enrollment, families must have a **valid card on file** for automatic deposits and tuition billing.

- **Weekly Late Fee for Missing Payment Info:** If a valid card is not on file at the time of billing, a **5% late fee** will be assessed **each week** for the amount due (deposits, lessons, tuition) until the account is current.
- **Hold Policy:** Accounts without a valid payment method or past due will be **moved to the waitlist** and may lose their spot in the program until payment is complete.

- Families will receive a **reminder email the week before camp** begins to ensure all balances and payment info are current.

Camp Deposits & Pre-Camp Billing

- A **20% deposit** is due at registration or will be processed on the **last day of the month** by OMA's billing team.
- **One week before camp begins**, OMA processes final balance (including less deposits) and any accounts with unpaid balances will be charged a **5% late fee on the remaining balances each week they are past due**.

Cancellation & Refund Policy

- **Full Refund minus \$40 Administration Fee**
Applies if cancelled more than 30 days before camp.
- **Full Refund (minus 20% deposit)**
Applies if cancelled with **at least one month's notice**.

Partial Refunds

- **8–30 Days Notice**: 50% refund (minus \$40 admin fee) or **full credit toward another OMA camp**.
- **1–7 Days Notice**: 25% refund (minus \$40 admin fee) or **full future credit**.

No Refunds

- Within 72 hours of camp start or after the camp has begun.
- Credit may still be offered for future enrollment. (Valid 14 months within schedule start date)

Medical Refunds

- Refunds available with a **doctor's note** or relevant documentation. (Minus 20% deposit.)

Prorated Refunds

- Offered for documented family or medical emergencies based on days attended. (Minus 20% deposit.)

Unforeseen Circumstances

- In cases such as family emergency or camp-related issue, OMA may provide special consideration.

Deadline Extensions: In some cases, OMA may offer deadline extensions or allow rescheduling to accommodate unforeseen circumstances without losing the full camp fee.

3. Lesson Preparation: We have spent years and always prepare ourselves on a daily basis for your lesson, and we expect you to prepare as well. We want to see you succeed, and that requires practice. Please practice at home and come prepared to learn! Beginners will have enough material to practice for at least 10 minutes per day. We love to set specific goals that cater to each musician's needs and desires. Please schedule a consultation if you need more support with developing your practice and goal setting. It generally takes 3 weeks to build a new habit. Begin by touching your instrument on a daily basis. Then continue to schedule time and keep yourself accountable when building a new habit and making music a regular daily practice. If you are struggling with home practice, let your instructor know. They will have strategies and mindsets that will encourage the formation of this new habit while removing blocks that might exist from past patterns. OMA shares, guides, helps shape the practice of its students.

OMA instructors conduct their lessons and share their practice of musicianship in accordance with OMA's Core Values and Beliefs. Differences in opinion and perspective are welcome opportunities to discuss how to best support developing artists in our community. These are talking points to begin a conversation about what OMA knows to be principles that guide individuals as best suited for success and fulfillment in their musical practice and in connection to others around them.

4. Goal Setting: At Ozzy's we set specific goals that align with you and/or your students' desired outcomes along their musical journey. Ozzy and other teachers expect students to be practicing 5 times per week for at least 10 minutes and more based on their experience and ability. Practice is best built as a discipline through regularity and predictability. Please talk with Ozzy about your specific hopes within your work. Let Ozzy know if you need any help encouraging and holding our young musicians accountable for the challenges of building this discipline.

- Musicians studying at Ozzy's Music Academy will discover goals in their technique, repertoire, engagement, and mindsets to accomplish their goals. This includes practice, and oftentimes challenging students definitions of challenge and discomfort. Music is an artistic discipline that allows a safe space for musicians and teachers to engage and challenge insecurities and disempowered and/or limited mindsets.

5. Communication: Please call or email with any concerns or needs arising from billing, scheduling and programming. We value the needs of our supporters and our musicians. It is important that we know we are hearing you while also being heard. We practice mindful positive communication and professionalism as these are skills we want our young musicians to embody as they grow.

6. Fun!: Our hope is for all of us to enjoy lessons/rehearsals/camps. If there is anything we can do to help you have more fun, please let us know! This may include learning a certain style of music, learning a certain song that you love, incorporating more or less theory or improvisation, or whatever comes to your mind. We are here for you! It's called playing for a reason! Let's Play and have fun!

Ozzy's Music Academy Policies

Effective July 2025

Welcome!

We're thrilled to share the gift of music with you. Please review our policies to ensure a smooth and enjoyable experience at Ozzy's Music Academy (OMA).

Lesson Policies

Scheduling and Attendance

- **24-Hour Notice Required:** Cancellations made within 24 hours of the lesson will incur a fee equal to the lesson rate unless due to a medical emergency with documentation.
- **Makeup Lessons:** Group makeup sessions are held quarterly for missed lessons (excluding no-shows).
- **Lesson Scheduling:** Lessons must be scheduled and paid for at the beginning of each month.

No-Show Policy

- No-shows are not eligible for refunds or makeups. After two no-shows, students may be dismissed from the program.

Holidays and Vacations

- Lessons are scheduled with holidays in mind. Families are responsible for booking with their schedules in mind.

Payment Policies

Lesson Fees

- Youth: \$90/hour, \$50/half hour.
- Adult: \$140/hour, \$75/half hour.

Payment Schedule

- Payments are due by the 5th of each month before the first of all scheduled lessons each

month.

- Accepted methods: Jackrabbit, Simplybook.me, PayPal, Venmo, or cash.

Late Payment Policy

Payments not received within 30 days of the due date will incur:

1. A \$40 late fee per missed payment.
2. An additional 10% of the outstanding balance per month thereafter.

Camp Policies

- **Dropoff/Pickup:** Student drop-off is 9am and pickup closes at 5pm. There is a \$5/5 minutes charge for early/late arrivals due beforehand. Please Communicate with OMA team ahead of time to schedule.
- **Fees:** \$119/day, with 10% sibling discounts and 15% early-bird discounts (non-combinable).
- **Deposit:**
 - 20% due upon registration, refundable within 30 days cancellation
 - Less than 30 days cancellation, deposit can forward to future camps/classes
- **Refunds:**
 - Full refunds (minus deposit) for cancellations over 30 days in advance.
 - Partial refunds or credit for cancellations with 1–30 days' notice.
 - No refunds for cancellations within 24 hours of the start date, except for documented medical emergencies.

Practice Expectations

To make the most of your lessons:

- **Daily Practice:** Beginners should practice 10 minutes/day, increasing with experience.
- **Goal Setting:** Work with your instructor to set and achieve personalized goals.
- **Struggling?** Let us know! We'll provide strategies to help you stay motivated and navigate the challenges of "practice."

Communication

We value clear and positive communication!

- Contact us via email (info@ozzysmusicacademy.com) or email/text your instructor directly for scheduling or billing concerns.
- We strive to listen and respond thoughtfully to all concerns.

Let's Have Fun!

Music is about joy and creativity. If there's a way we can make lessons even more enjoyable, let us know—whether it's learning a favorite song, exploring a new style, or adding improvisation.

OMA Core Values and Beliefs