



149 N. Snelling Ave. * St. Paul, MN 55104 * 651/ 644-3611
www.cadenzamusic.com

Taking Lessons at Cadenza Music

Your teacher may have special policies, please follow those first!

Starting lessons?

Complete a Student Registration Form.

This gives contact information, so that your teacher can reach you. Give it to the person at the counter. You will have a scheduled time that will be your time every week. There is a \$35 one-time registration fee for new students.

How do I pay?

Pay online, by phone, or check in at the counter.

You'll get a bill for the upcoming month by email. (You can also request a printed bill that comes in the mail.) Pay for lessons online, by telephone, or at the first lesson of the month. If you do not pay fees by the third lesson of the month, further lessons may be cancelled, at your teacher and Cadenza's discretion.

Need to reschedule a lesson?

Call at least 24 hours ahead of your lesson.

With advance notice, the teacher can find an opening for you. If you wait until the day of the lesson it will be too late and you will be charged for a missed lesson. (See "Missed a Lesson?")

Missed a lesson?

You can ask for a makeup within the next week, but only if the teacher has an opening available.

Lessons that are missed and not rescheduled will not be refunded. If your teacher misses a lesson, he or she will schedule a makeup lesson at your convenience, or you will receive a credit.

Your invoice is incorrect?

Complete an Adjustment Request form.

Complete the form, discuss it with your teacher, and once you have an agreement, get the teacher's signature. Give the signed form to the person at the counter. Your next monthly invoice will be adjusted per the teacher's direction. If there are other questions, talk with Nancy or Eugene in the office. We'll do our best to help!

Need to quit lessons for now?

Complete an Adjustment Request form.

Discuss your plans with your teacher and get the teacher's signature. Give the signed form to the person at the counter. We hope you'll be back!