

Matsu Music Academy Student Policies & Agreement

October 12, 2026

Grow Through Music

Matsu Music Academy • inquire@matsumusicacademy.com • (907) 232-4967 • 1175 N Leatherleaf Loop, Suite A, Wasilla, AK 99654

Welcome

Welcome to Matsu Music Academy ("MMA"). This agreement explains how lessons, billing and studio life work. It is between Matsu Music Academy and the parent or legal guardian who enrolls a student (or an adult student enrolling themselves). You accept it by signing electronically when you register.

1. Lessons and Scheduling

All lessons are at the MMA studio, 1175 N Leatherleaf Loop, Suite A, Wasilla, AK 99654. MMA does not offer in-home lessons.

Weekly 30- or 60-minute lessons in piano, voice, guitar and ukulele (ages 3 and up), Monday to Friday, 8 AM to 7 PM (last lesson starts at 6:30 PM). No weekend lessons.

Each student has a regular weekly day, time and teacher, agreed with the family and confirmed by email. Schedule changes are free whenever an open slot is available.

Students can start whenever an opening is available. If no time works yet, you can join the waitlist. Waitlisted families are not charged.

2. Tuition and Payment

Tuition reserves your student's weekly lesson time. It is not a payment for individual lessons attended. Your student's slot is held for them, and tuition pays for it whether or not they attend.

How monthly tuition is set: per-lesson rate (from the current rate sheet) × 52 weeks ÷ 12 months, plus a \$5 admin fee per student per month. Because it is averaged over the year, you pay the same amount every month, whether that month has 4 or 5 lesson days.

A 60-minute private lesson is billed as two 30-minute lessons. A group lesson is billed at the group rate on the current rate sheet, not as two private lessons.

Payment on the 25th covers next month. Families paying by card are on autopay: on the 25th, the card on file is charged for the following month (for example, January 25 pays for February). Families who pay by bank are billed by invoice for the following month.

Registration: a \$25 registration fee is due at enrollment unless Matsu Music Academy waives it in writing. Your registration invoice includes this fee and your first month. If you pay by card, paying it saves your card on file for autopay. MMA never takes card or bank numbers on paper, by email or by phone.

Starting mid-month: your first month covers only the lessons left in that month (lessons remaining × per-lesson rate). Regular monthly tuition starts with the next 25th payment (card autopay or bank invoice).

Late payment: a \$15 late fee applies to any balance still unpaid after the 1st of the month. If tuition stays unpaid, your student's lesson time may be released to another student; lessons can resume once the account is current, if a slot is available.

Rate changes require at least 30 days' notice by email.

Using a homeschool allotment? Let us know and we'll help you set it up. Families remain responsible for tuition

and fees, whether or not a homeschool program pays or reimburses them.

3. Missed Lessons, Illness and Closures

Lessons your student misses (illness, travel, schedule conflicts, no-shows) get no makeup, credit or refund.

Please keep sick students home.

Lessons MMA cancels (teacher cancellations, weather or emergency closures, planned closures and holidays) are refunded to the original payment method. A makeup may also be offered if the schedule allows and you agree.

MMA announces closures by text and email.

4. Cancelling Lessons

To stop lessons, email or call MMA at (907) 232-4967 by the 15th of the month. Notice by the 15th stops the next autopay charge or invoice, and lessons end with the current month. Notice after the 15th means one more month is charged on the 25th, and lessons end after that month.

MMA may end enrollment for nonpayment or repeated policy problems.

5. Drop-off, Pickup and Supervision

MMA and its teachers never transport students. Families arrange all transportation.

Students under 10 must have a parent or guardian on the premises (in the building or parking lot) for the whole visit.

Students waiting before or after lessons wait in the lobby. They are released only to a parent, guardian or authorized pickup person, or may leave on their own if a parent has told MMA so in writing (email is fine), subject to the under-10 rule.

Late pickup: if a student hasn't been picked up 10 minutes after their lesson ends, MMA calls the parents, then the emergency contacts. The student waits with staff until someone arrives.

6. Studio Conduct

Treat teachers, staff, other families and the studio with respect. No bullying, harassment or unsafe behavior.

Handle studio instruments with care. Families pay for damage beyond normal wear caused by their student.

Water only in lesson rooms (snacks are fine in the lobby). Phones are put away during lessons unless the teacher is using one for the lesson.

Bring your instrument (if you have one) and practice materials. Families buy the books their teacher assigns.

Families may record their own student only. Please don't record or post other students.

If conduct problems continue, MMA may pause or end lessons after a conversation with the parent or guardian.

7. Child Safety

Every lesson room has a window in the door, and parents may observe lessons at any time.

Teachers message parents only, never minor students, and only from academy accounts. No social media connections with minor students and no one-on-one meetings outside scheduled lessons.

Physical contact is limited to what instruction needs (such as hand position), explained first and with the student's permission.

Every teacher passes a background check (Alaska Interested Persons Report) before teaching.

Report any safety concern right away to inquire@matsumusicacademy.com or (907) 232-4967. MMA follows the law on reporting suspected abuse or neglect.

8. Communication and Records

Official MMA communication comes from inquire@matsumusicacademy.com, (907) 232-4967, and other academy accounts. MMA replies within 1 business day. Please keep your contact information current.

Invoices, schedule changes and closure notices go to every family. News and event emails go only to families who opt in; unsubscribe anytime.

Matsu Music Academy collects only what it needs to teach and bill: contact details, student name, and lesson details.

Information is shared only with your student's teacher and staff who need it; Square (billing contact only, no student details); your homeschool program, if you ask us to help with billing; and emergency responders if needed. MMA never sells family information.

Records are kept electronically in academy accounts, never in staff members' personal accounts or devices. Records are kept after a family withdraws. To see or correct your information, email inquire@matsumusicacademy.com or call (907) 232-4967.

9. Emergencies and Liability

In a medical emergency, MMA calls 911, then the parent or guardian and emergency contacts.

Release of liability: to be finalized.

10. Changes to This Agreement

MMA may update these policies with 30 days' notice by email.

This agreement is governed by Alaska law.

Agreement

By signing electronically, I confirm that I have read and agree to this agreement for myself and the student(s) I enroll, that I am the student's parent or legal guardian (or the adult student), and that I authorize payment (card autopay or bank invoice) as described in Section 2.

11. Photo & Video Release

Matsu Music Academy may use photos and videos of students in its marketing, including our website, social media, print materials and recordings.

We never use a student's full name. At most, we use first name only.

You can opt out at any time, and we will remove all photos and videos of your student on request. Opting out does not affect lessons.

If you are OK with photos and videos, no action is needed. To opt out, use the Media Opt-Out form on our website, email inquire@matsumusicacademy.com, or call (907) 232-4967.