

# WPMA POLICY HANDBOOK

FOR  
STUDENTS



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## Section 1. About the Academy

### 1.1. Mission

The core mission of the William Pu Music Academy (WPMA) is to serve the local Atlanta area community by providing the best music education with access to high quality music instruction, enhancing the music programs in the Atlanta area schools and enriching the lives of young students.

### 1.2. Purpose of this Handbook

The purpose of this Handbook is to familiarize students with the policies, rules, and other key aspects of William Pu Music Academy (referred to herein as "WPMA" or "Academy," "we," "us," "our" and other similar pronouns). The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format.

Compliance with this Handbook is compulsory for all students. The Academy reserves the right to interpret this Handbook's content as it sees fit, and to deviate from policy when it deems necessary.

### 1.3. Responsibilities of WPMA

WPMA welcomes a roster of exceptionally qualified music instructors dedicated to delivering high-quality private and group lessons for various musical instruments, along with providing recital opportunities at its locations.

WPMA Locations:

- 320, 330 Prospect Place, Alpharetta, Georgia 30005
- 4321 S. Lee Street, Suite 100, Buford, GA 30518

The administration of the Academy facilitates the pairing of students with instructors, overseeing enrollment/registration processes, and managing payment transactions to support families and individuals.

### 1.4. Opening Hours and Academic Year

WPMA operates daily (Monday – Sunday) 9:00am – 9:00pm. The Academy is open for the entire calendar year and has offerings year-round. WPMA has two primary academic semesters — Fall and Spring — as well as a Summer semester.

Academic Year Calendar:

- Spring Semester: January 1 – May 31
- Fall Semester: August 1 – December 31
- Summer Semester (Lesson packages and summer programs): June 1 - July 31

### 1.5. Changes of Policy

William Pu Music Academy reserves the right to change this Handbook's content at any time and at our sole discretion. Its provisions may not be altered by any other means, oral or written.

Students may receive written notice of any changes we make to the Student Policy handbook and are responsible for understanding and complying with all up-to-date policies. Please contact the Academy's administration if you have any questions about the information in this Handbook.

## Section 2. Code of Conduct

### 2.1. Expectations

Students are expected to attentively participate and practice at home for skill advancement. Punctuality is crucial; teachers cannot extend lessons for tardiness. Parental attendance is encouraged, and timely pickup is expected.

### 2.2. Student and Family Conduct

To uphold a positive learning environment at WPMA, students and parents are expected to be:

- Respectful: Show courtesy to everyone—parents, students, teachers, staff, and fellow learners.
- Mindful: Keep noise levels low in the waiting area for an optimal learning experience.
- Safe: No running, shouting, or weapons allowed in the building. Safety is our priority.

### 2.3. Safety

The WPMA prioritizes student safety, but it is not a daycare facility and does not provide child supervision. Consequently, students under 10 must be accompanied by parents/guardians on the Academy's premises. As outlined in the Academy Enrollment Agreement, the Academy disclaims responsibility for injuries resulting from inadequate parental supervision.

### 2.4. Facility and Studio Care

Students and Parents are expected to maintain the cleanliness within the facility and studios. Pianos in the studios should NOT be used to place other instruments, materials, or food and drinks at any time.

## Section 3. Enrollment and Tuition

### 3.1. Enrollment Agreement and Registration Policy

To enroll/register for lessons with WPMA faculty, both students/parents must sign an Enrollment Agreement and complete the Academy's enrollment process, which includes submitting contact information, demographic details, information about the student's music background, and selecting lesson packages.

The Academy operates on a two-semester system detailed in Section 1.4 Opening Hours and Academic Year, allowing for year-round enrollment. At the start of each Fall and Spring semester, students are to enroll in an 18-lesson package. For students joining after the semester commences, the administration and teachers collaborate with parents/students to develop a personalized lesson package based on the enrollment date, with a focus on a structured approach that maximally benefits students' musical development. Approval from the WPMA administration is necessary for any changes to the total number of lessons in a semester.

By signing the Enrollment Agreement, students and parents consent to receive text messages from WPMA. These messages may include lesson reminders, schedule updates, important Academy announcements, and requests for feedback regarding programs and services. Consent to receive text messages is not a condition of studying at WPMA. Message and data rates may apply depending on your mobile carrier and plan. Message frequency may vary. You may opt-out of receiving text messages at any time by replying "STOP" to any message received from WPMA. For more information, please refer to our [Privacy Policy](<https://wpmusicacademy.com/privacy-policy/>).

### 3.2. Non-Discrimination Policy

WPMA welcomes students of any race, color, national origin, religion, sexual orientation, gender identification, and ethnic origin. The Academy does not discriminate in its education policies, admission policies, or other administered programs.

### 3.3. Tuition Rate and Payment Schedule

Tuition at WPMA varies by area of study and instructor. Specific tuition rates and payment schedule options (pay-in-full or installments) will be provided to parents and students before enrollment. The initial payment must be made **prior to the first lesson**, and installment payments are **due by the first week of each month**. Any variations in payment dates should be communicated to the administration.

- Tuition covers compensations for teachers and operating cost of the academy.
- Tuition DOES NOT cover the purchase of music books and supplies for individual students.
- Tuition DOES NOT cover accompanist's fees, rental fees for recital rooms outside of the academy, and fees for special events.

### 3.4. Methods of Payment

Tuition payments can be made through various methods, including cash, checks, Zelle, PayPal, and online payments. **Regardless of the payment method chosen, include your student's name, your name, and the music instrument or area of study at the Academy with the payment.** The administration will share payment methods with students after enrollment.

### 3.5. Late Fee and Returned Checks

A fee of \$25.00 may be charged for late payment, and \$42.00 will be applied to any returned checks.

### 3.6. Discount Options

The Academy provides two discount options: the Full Payment Discount and the Sibling Discount. Only one discount option can be applied per family.

- Full Payment Discount: Receive a 2% discount on a semester lesson package (minimum 12-lesson package) when paid in full prior to lessons with teachers beginning.
- Sibling Discount: Applies to one student per family: the second sibling receives one free lesson (the least value) with the purchase of a package of a 10 or greater-lesson package.

## Section 4. Attendance & Termination Policy

### 4.1. Attendance Expectations

Students are required to be punctual and attend all scheduled lessons with the teacher. Consistent attendance is vital to completing all registered lessons within the semester. Late arrival does not imply nor guarantee the provision of extra lesson time.

### 4.2. Notification of Cancellation and Rescheduling

Lesson cancellation or rescheduling by the student/parent must be communicated to the teacher at least 12 hours prior to the scheduled lesson time. Teachers will work with students/parents to reschedule lessons to the best of their ability but are not obligated to do so. If students have regular scheduling conflicts, the administration needs to be notified to make alternate arrangements.

If a teacher needs to cancel a scheduled lesson, they will communicate with the student/parent in a timely manner to arrange a mutually convenient rescheduling. If rescheduling is not satisfactory, please contact the administration to discuss options such as lesson credits or alternative arrangements.

### 4.3. Absences and Make-up Lessons

Below are the definitions of terms related to attendance.

- Excused Absences: Lessons cancelled with at least 12 hours' notice prior to the originally scheduled lesson time.
- Unexcused Absences: Lessons cancelled with less than 12 hours' notice to the teacher or no-show during scheduled lesson time.
- Make-up Lessons: Rescheduled lessons (or Excused Absences) that will be charged according to the original tuition price.

All unexcused absences are considered paid lessons, and the student/parent will be charged for unexcused absences.

#### 4.4. Emergencies

Each student is allowed one (1) lesson cancellation per semester with less than 12 hours' notice, specifically due to emergencies like illnesses or family emergencies, to be acknowledged as an Excused Absence. Teachers will collaborate with the student/parent to schedule a make-up lesson. In instances where rescheduling is not viable, please communicate with the administration to devise alternative arrangements for the missed lesson.

#### 4.5. Termination Policy

To terminate lessons, a formal written notice must be submitted to the Academy's administration and the respective teacher, 30 days prior to the intended termination date. Failure to provide notice incurs an additional fee equivalent to four lessons. All outstanding tuition payments must be settled before the termination, with legal measures possible for non-compliance. In cases where both the teacher and student/parent mutually agree to terminate lessons, the administration will facilitate a resolution.