



**Southern Oregon
School of Music**

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Information About Your Membership

We want your experience with us to be easy and enjoyable. To that end, we are providing this information about our membership terms and conditions so you know what to expect.

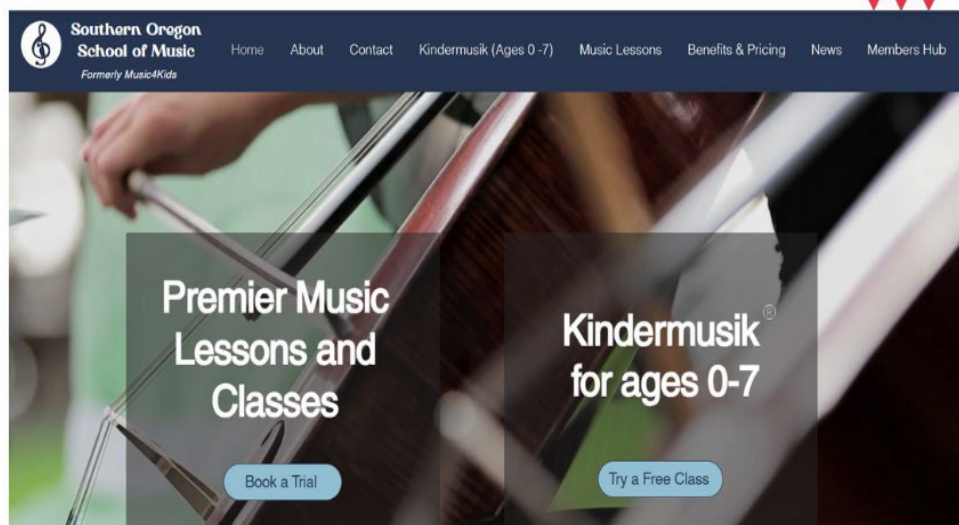
Manage Your Membership in the Members Hub at www.soschoolofmusic.com!

Online Members Hub

Find answers to most
questions here.



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We Will Communicate With You by Email and/or Text Be sure to check your messages daily!
Always update your contact information in the Members Hub

Membership Continues Year-Round Membership continues year-round, including the summer. Membership ends when you cancel online in the Members Hub.

Monthly Membership Fee Your monthly membership fee covers four weekly sessions totaling 48 weeks during the year (4 x 12 months). We are closed the week of Thanksgiving, two weeks at Christmas, and the week of Spring Break.

Students who start lessons after the first week of the month will pay a prorated amount for their first month of membership. There is no proration available for a student's final month.

Pricing for 2026-27

Each June we adjust our pricing for new students. Ongoing students begin paying the new rate in September. This allows us to cover annual raises for teachers and increases in operating expenses.

- **Sign-Up Fee**
 - \$30 annual membership fee is charged at enrollment and on September 1 of each year. This fee is waived for students who remain enrolled throughout the summer.
- **Kindermusik Foundations through Level 4**
 - \$74/month. Siblings under 1 yr. old in the same class are our guests.
- **Kindermusik Musicians (Level 5)**
 - \$94/month plus \$120/year (subject to change) for instruments and materials
- **Kindermusik Saturday Playdates** (includes a craft and small instrument):
 - Single Playdate - \$32 plus \$12/sibling.
 - Ongoing Enrollment - \$28 plus \$12/sibling.
- **Private Lessons** (30 minutes)
 - \$164/month; \$15 Trial Lessons
- **Group Lessons** (60 minutes) – Beginning Guitar, Beginning Orchestra, Piano Express, etc.
 - \$164/month for new students; \$146/month for ongoing students; free trial lessons.
- **Choirs** – Youth Choir, Children's Choir
 - \$56/month for students taking choir only.
 - \$28/month (50% discount) for members also taking private or group lessons
- **Bands and Ensembles** – e.g. Rock Band, Worship Band, Jazz Band, String Quartet
 - \$98/month for students taking Band or Ensemble only
 - \$49/month (50% discount) for members also taking private or group lessons

Cost of Books and Materials

- **Kindermusik Levels 1-4:** Your membership fee includes access to all music in the class and other online resources on Kindermusik App.
- **Kindermusik Level 5 Musicians:** Annual materials fee for backpack, instruments, and curricula handouts provided throughout the year are charged at enrollment.
- **Instrumental and Vocal Classes and Lessons:** Books and materials will be provided by the teacher and charged to your payment method on file. Your membership fee includes initial method books.

Secure Automated Monthly Payments Your Membership Fee is automatically charged to your card on the first day of each month.

Late Payment: Fee/Suspension of Lessons If not paid by the 2nd lesson, the student's lessons will be canceled until payment has been made. If not paid by the 10th of the month, a \$25 late fee will be charged. Please communicate with us if you have extenuating circumstances.

Parental Supervision of Minor Children Required

- **Students under the age of 10** must be accompanied to and from their class or lesson, and accompanied in the waiting area, by a parent or guardian at all times.
- **Students 10 and older** may be dropped off at our secure entry and wait in our designated waiting areas until their lesson begins. After their lesson, students must wait in our upstairs waiting room, which overlooks the parking lot, until they see their parent/guardian's vehicle arrive, and may then walk over to meet them.

Security Cameras: For the safety of students, families, and teachers and for the security of SOSM property, surveillance cameras are in use in all teaching studios and a number of other areas of SOSM.

Stay Home If You Are Ill We want everyone to stay healthy. You must stay home if you or your child have any symptoms of illness. If you come to a lesson with symptoms, you will be asked to return home. It is not acceptable to attend wearing a mask in this case.

Cancel Attendance for a class or lesson online in the Members Hub to notify your teacher and receive a makeup credit:

- To receive a makeup credit you must cancel online.
- Instrumental and vocal students must cancel at least 4 hours prior to your class or lesson to receive a makeup credit.
- Kindermusik families can cancel online any time up to the start of the class to receive their makeup credit.

Inclement Weather We generally remain open during inclement weather. If any of our teachers are unable travel to SOSM, we will cancel that teacher's classes and lessons and notify their students by email and/or text and add a makeup credit to your account. Please schedule your makeup online if possible. If you are unable to find a suitable time, discuss a makeup time with your teacher at your next lesson.

Substitute Teachers If your teacher is unable to teach a lesson, Southern Oregon School of Music may provide a qualified, experienced substitute teacher. If you cancel a lesson with a substitute, you will receive a makeup credit with the substitute teacher.

Teacher-Canceled Lessons If a substitute teacher is not available, we will provide a makeup credit to you. Please schedule your makeup online (instructions in the Members Hub at soschoolofmusic.com). If you are unable to find a time online, discuss the makeup time with your teacher at your next lesson.

Kindermusik Makeups

- Families receive a makeup credit by canceling online any time before class starts.
- Makeup credits are limited to three at one time.
- Makeup credits cannot be used to pay for regularly scheduled lessons or classes.
- You must schedule your makeup within one month for any future date.
- Schedule makeups online (instructions in the Members Hub of our website).
- If no makeup times are available online for your level, schedule a makeup in one of our monthly Saturday playdate by emailing or calling our office.
- Makeup credits may not be used during a pause, but you can use them prior to your pause to schedule a makeup for when you return, so that you schedule them before they expire.
- Makeup credits are deleted when you cancel your membership.

Makeups for Lessons

- Students receive a makeup credit by canceling online at least 4 hours in advance.
- You must schedule your makeup within one month; the makeup can be on any future date.
- Schedule makeups online or discuss the makeup time with your teacher at your next lesson.

Piano Express

- For Piano Express, check in the office to see if there is a class that meets on another day of the week that can be attended as a makeup.

Ensembles

- Makeups are not available for ensembles because these groups are unique and there is no other group to serve as a makeup.

How to Request a Schedule Change To request a schedule or class change, complete the online form in the Members Hub at soschoolofmusic.com.

Pausing Your Membership

- You may pause your membership for one or two *complete months* during the school year or up to three *complete months* in the summer.
- If you pause during the summer (June, July, and August) you must pay the membership fee again when you return.
- Your lesson time or your place in a class is not held for you during a pause. It is possible that you will need to be placed on a waiting list if your class or lesson time is full when you return.
- You may not use make-up credits during the time of a pause.
- Your automatic payments will resume on the first of the month after your pause unless you cancel your paused membership by the 24th of your last paused month.

How to Pause:

- By the 24th of the month, complete and submit the online form in the Members Hub at soschoolofmusic.com.
- If we do not receive the form by the 24th, there may not be time for us to cancel autopay, and the amount paid will be kept as a credit on your account for future classes or lessons. SOSM does not provide refunds.
- When you pause your membership during the summer, you are required to pay the annual Membership Fee when you return (the fee is waived for those who remain enrolled without pausing for the months of June, July, and August).

Canceling Your Membership

- By the 24th of the month, complete and submit the online form in the Members Hub at soschoolofmusic.com
- If we do not receive the form by the 24th, there may not be time for us to cancel autopay, and the amount paid will be kept as a credit on your account for future classes or lessons. SOSM does not provide refunds.

Video Release. Southern Oregon School of Music reserves the right to share photos and videos of classes, lessons and events in print and online. Images will not be identified using names or personally identifying information without written approval. To opt out, submit the "Photo/Video Opt Out" online form in the Members Hub at soschoolofmusic.com.

Release of Liability By enrolling in or attending lessons, classes, recitals, or other activities or programs at Southern Oregon School of Music, you agree, on behalf of yourself and your child(ren), to assume all risks of illness, injury, or property damage arising from that participation — whether on or off our premises, including arrival and departure — and to release Southern Oregon School of Music; Pratt Enterprises, Inc.; and its owners, staff, and instructors (collectively, "Southern Oregon School of Music") from claims arising from ordinary negligence, to the extent permitted under Oregon law.