

RMC's office staff is available remotely to assist all of our students!

info@rmcsandiego.org
(619) 225-9597
Mon-Fri: 10am -5pm

RMC Instructors are unable to schedule, reschedule, cancel or enroll students.



RMC Virtual Lessons and Classes

Materials Needed:

- ☐ Laptop (recommended), Tablet, or Smart Device
- ☐ Stool or stand to place your device
- ☐ Zoom app (only if you are using a tablet or Smart Device)
- ☐ Device Charger
- ☐ Instrument
- ☐ Music/Lesson Materials
- ☐ Pencil/Notebook

Additional Recommended Materials:

- ☐ Ethernet Cable
- ☐ Headphones with microphone

Enrollment:

All virtual lessons, group classes, camps and Early Childhood classes are available on a first come-first served basis. All services must be paid for at the time of booking. All available classes and lesson times will be displayed during the booking process. RMC does not offer refunds or future class credits for cancellations of any service.

Each student should have their own profile in which to book lessons. See FAQ's for detailed instructions on how to create an online user profile for your family and each individual student.

Group Class Enrollment:

This is a two-step process. After purchasing the group class option, students must then enroll in their preferred class times for the month. **Students will not receive a Zoom meeting link without enrollment in their preferred class at least 24 hours prior to the class start time!**

Camp Enrollment:

There are no refunds, exchanges or future credits given for camp purchases made after May 1, 2020. **For security, students will not receive a Zoom meeting link without enrollment in their preferred camp at least 24 hours prior to the class start time!**

Technology:

A Zoom meeting link will be sent to the email on the account by 10am the day of the lesson (be sure to check your spam folder). If you did not receive a Zoom link, please call us at (619) 225-9597 or email at info@rmcsandiego.org no later than 2 hours prior to your scheduled lesson.

Make-Up Lessons (Offered for Illness Only):

Make-up lessons are only offered due to illness. If you are sick within 48 hours of your scheduled lesson, email info@rmcsandiego.org for assistance in rescheduling your lesson.

Rescheduled Private Lessons:

Private lessons may be rescheduled up to 48 hours prior to the lesson reservation by logging onto the student's Wellnesliving account, canceling the lesson in question and rebooking to a new time/day. There are no refunds or credits given for instructor unavailability.

Instructor Absence:

RMC instructors are not individual contractors, but a TEAM of educators working together. If your instructor is out, a well-qualified substitute will be provided at your regularly scheduled lesson time. There are no credits or make ups given if a student chooses to cancel the lesson due to substitution. If no substitute instructors are available, the front office will contact you with rescheduling options.

Liability and Responsibility:

- All students under the age of 6 must have a parent or guardian present (within the same room) during the lesson, class or camp.
- RMC highly recommends that all children under the age of 12 have an adult present or within the room while receiving a lesson.
- While RMC takes increased security precautions for every lesson, class and camp, RMC and its instructors cannot be held responsible for any "zoombombing" activity or unintended interruptions that may occur due to the use of technology.

All enrolled students and guardians release RMC and its employees of any liability whatsoever arising out of any injury, damage or loss which may be sustained by yourself, your minor children, or other family members during the course of any involvement with RMC. This includes activities held through virtual (online) lessons, any studio, classroom or performance location during lessons, classes, camps, performances or rehearsals.

By enrolling in activities at RMC, it is believed that you have read this agreement, understand its contents and accept and assume such risks.

Email Correspondence:

To ensure a quick response, send correspondence to one email address (please do not "cc" multiple email addresses): General Information or Account Inquiries: info@rmcsandiego.org