



Welcome to School of Rock Alexandria

BILLING

2nd MOON INC will bill you automatically on the 1st of every month

PROGRAM CANCELLATIONS

The franchise has a **30 day notice** policy for **canceling or extended vacations/holds** of your music plan, please provide **all cancellations in writing**. Example: If you cancel Nov 23, you'll still be billed through Dec 23.

TEMPORARY HOLDS/VACATIONS ON PROGRAMS

Please notify the School **IN WRITING** at least 30 days prior to the student's intended hiatus so that you will not be charged. Additionally, please contact the School two weeks prior to your child's return in order to get them back on the schedule. Due to scheduling constraints, we cannot guarantee your student will have the same lesson time when they return.

LESSON CANCELLATIONS

You may cancel/reschedule lessons online at <https://Alexandria-sor.pike13.com/>

There is a 24 hour cancellation policy. In the event you are unable to attend a lesson for your own reason, School of Rock will make efforts to arrange for a make-up lesson, provided, however, that you notify the school of your expected absence at least 24 hours prior to the scheduled lesson. If you fail to show up for your lesson or notify the school less than 24 hours prior to the scheduled lesson, you will not be eligible for a make-up lesson.

USE OF SUBSTITUTES

Our dedicated instructors are committed to your child's success, but occasionally, a qualified substitute may step in. Rest assured, we will ensure the substitute is informed about the student's lesson plan and provide an opportunity to gain fresh perspectives on their instrument. We may not have the opportunity to give notice that a substitute instructor will be teaching your lesson until immediately prior.

HOW TO CONTACT US

CALL: 571-376-7625

TEXT: 571-380-8652

EMAIL: Alexandria@schoolofrock.com

IN PERSON: Mon-Fri 3pm-9pm Sat 10am-4pm

REFERRALS:

Refer a friend to us and both receive \$100 off your next bill

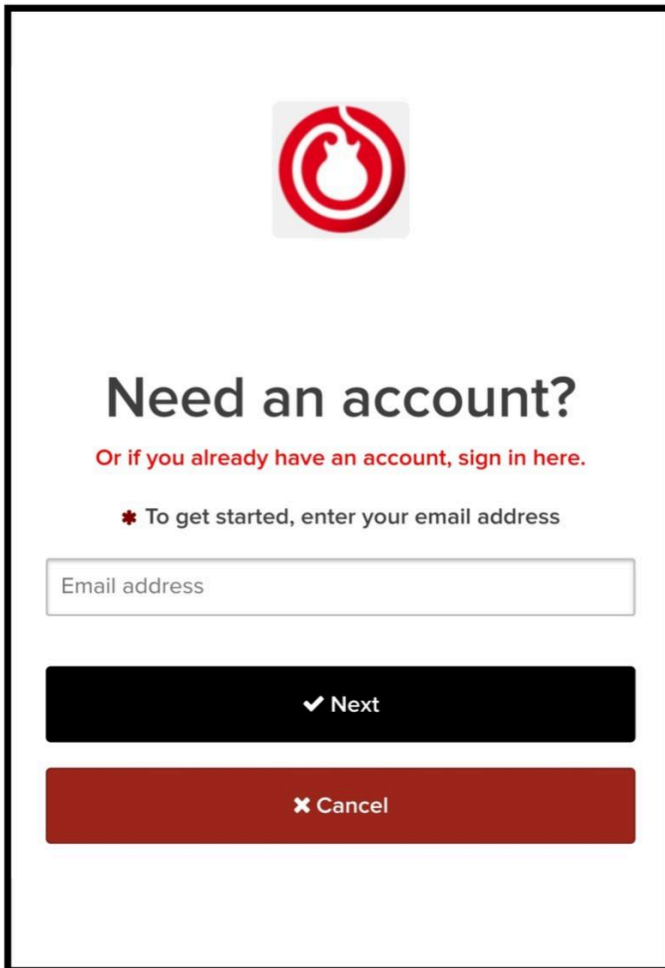
WE SELL GEAR: <https://shop.schoolofrock.com/>




CLAIMING YOUR PIKE13 ACCOUNT

Pike13 is the name of our online platform for scheduling and billing. We also use this system to access the new Method App as well as to deliver lesson notes & to sign students in for their lessons. You can even cancel and reschedule lessons online. In order to claim your account and/or sign in, please visit the following link (*please bookmark or save to your home screen*):

<https://Alexandria-sor.pike13.com/welcome>





Need an account?

Or if you already have an account, [sign in here.](#)

* To get started, enter your email address

✓ Next

✕ Cancel

STEP 1: ENTER YOUR EMAIL ADDRESS & CLICK ✓

This will be the email address that you provided to us when you first enrolled. It is also the email address where you receive lesson reminders and notes each week.

STEP 2: CHECK YOUR EMAIL

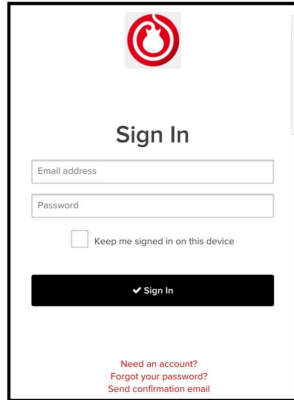
You will receive an email from **School of Rock Alexandria** asking you to confirm your email address.

STEP 3: FINISH CLAIMING YOUR ACCOUNT

You will be taken to a page where you will need to create a password for your account and complete any missing fields in your profile. All fields marked with an asterisk(*) are required. The password you create, along with your email address, will be what you use to sign into both the Method App and your Pike13 account in the future.

SIGNING INTO YOUR PIKE13 ACCOUNT

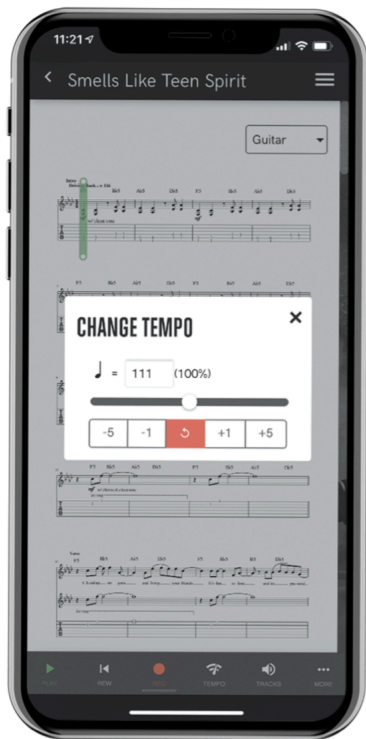
SCHOOL OF ROCK



In order to sign the WAIVER, update your personal information, reschedule lessons, update payment methods, manage notifications, view your upcoming schedule, and more, you'll need to sign into your **Pike13 account**. You can access your Pike13 account using any web browser by visiting the following link. You'll be asked to sign in using the email address and password you created when you claimed your account.

https://Alexandria-sor.pike13.com/accounts/sign_in

ACCESSING THE SCHOOL OF ROCK METHOD APP



ABOUT THE METHOD APP:

The **School of Rock Method App** is a revolutionary tool for home practice. All **School of Rock** students who take some form of one-on-one lessons have access to the app included in their monthly tuition. If you are Little Wing or Rookies plan, you will NOT have access to the Method App. The app contains all of the exercises from the **School of Rock Method Books**, along with transcriptions to over 1,000 songs. The **Method App** is used by our teachers to assign exercises and songs, and to provide feedback and comments. Students can manipulate playback, tempo, and backing track audio to help them learn. The **Method App** is patent-pending and available **exclusively** to students enrolled at **School of Rock**. [Login using your PIKE13 account outlined above ^](#)

HOW TO ACCESS: MOBILE APP



OR ACCESS VIA WEB BROWSER (CHROME RECOMMENDED)

<https://rocki.ng/methodapp>

HOLIDAY SCHEDULE



Upon registration you were given policies and waivers which outlined our Holiday schedule. Due to scheduling constraints, we do **not** offer make-up lessons for the following holidays.

- NEW YEARS DAY
- MEMORIAL DAY & WEEKEND
- INDEPENDENCE DAY
- LABOR DAY & WEEKEND
- THANKSGIVING & WEEKEND
- CHRISTMAS (We typically close the week of Christmas Eve THRU New Years Day)

Due to scheduling constraints, we do not offer makeup lessons for the above holidays. Because School of Rock is billed monthly, there are typically about four months out of the year when a student may receive five lessons/groups per month at no additional charge. This generally balances out any missed holidays and we strive to ensure that every student receives an average of four lessons per month over the course of a show season (or a period of 3 to 4 months).

SOCIAL MEDIA

Facebook: <https://www.facebook.com/SchoolofrockAlexandria>

Instagram: https://www.instagram.com/sor_alexandria/

Youtube: https://www.youtube.com/channel/UCJIZGzsCE9YMLr5ifvCAJ_g

SCHOOL of ROCK

**SCHOOL
of ROCK**

**How to Cancel +
Reschedule Lessons Online
with**



Pike13

Step 1: Cancel/Reschedule your lesson using our online service

<https://ALEXANDRIA-sor.pike13.com>

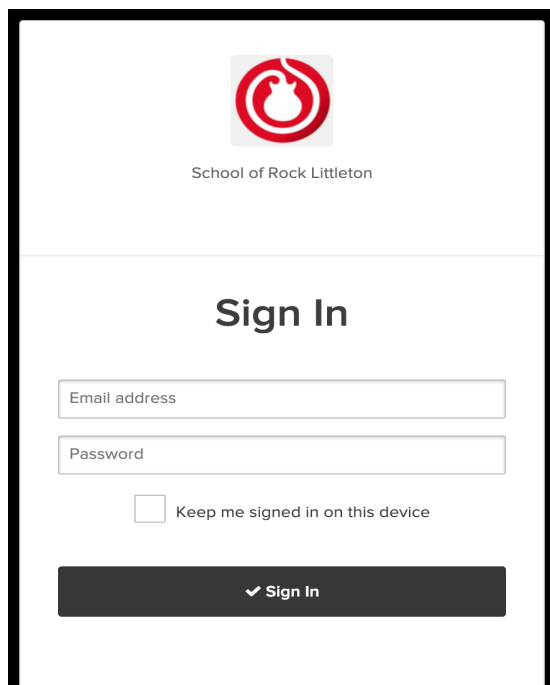
You must notify us **24 hours or more in advance** to be eligible for a makeup lesson or cancel online with **24 hours notice**. When you're on your dashboard at ALEXANDRIA-sor.pike13.com, click the appointment you wish to cancel. Then click "Cancel visit". That means you are canceling this one appointment. You will then be automatically issued a make up pass. Next you have the option to schedule your own make-up lesson.


If you wish to cancel through us, we prefer that you email us at ALEXANDRIA@schoolofrock.com. This email address forwards to our admin team so that whoever is in the office that day can handle your schedule request efficiently.

You may also call our school at 571-376-7625 during operating hours **or email ALEXANDRIA@schoolofrock.com** to cancel your lesson.

Step 2: Sign in to your Pike13 account

Pike13 is the name of our online platform for scheduling and billing. We also use this system to deliver lesson notes & to sign students in for their lessons. You can sign in to the website at the following link (*please bookmark or save to your home screen*):




School of Rock Littleton

Sign In

Email address

Password

Keep me signed in on this device

✓ Sign In



https://ALEXANDRIA-sor.pike13.com/accounts/sign_in

Login is the email that you used when registering.

Upon signing in, you'll be taken to **Your Dashboard**, where you can access the following information:

- Currently available plans & passes
- Bills
- Upcoming Schedule

You can also perform the following actions through your Pike13 profile:

- [Cancel lessons and schedule make up lessons](#)
- Add / change a profile photo
- Manage email notifications
- Manage payment methods
- View & pay upcoming bills
- Subscribe to an RSS calendar of your classes
- Sign our digital program waiver
- Manage profile info & emergency contact info

Step 3: Click “Schedule a Makeup Lesson”

The screenshot shows the user interface for a School of Rock Littleton account. At the top, there is a green header with the School of Rock logo and the text "School of Rock Littleton". To the right of the header are links for "Your Stuff" and "Sign Out". Below the header is a grey navigation bar with two links: "Main Website" and "Schedule a Make-up Lesson". The "Schedule a Make-up Lesson" link is circled in red, and a red arrow points to it from the text above. The main content area is titled "Your Dashboard" and is divided into three sections: "Plans & Passes", "Bills", and "Upcoming Schedule". The "Plans & Passes" section shows a card for a "Make-up Lesson 45 Minutes" for Johnny Littleton, with 1 of 1 visits remaining, ending after April 14, 2019. The "Bills" section shows "No bills are due". The "Upcoming Schedule" section shows "No upcoming schedule". On the right side of the dashboard is a vertical sidebar with the user's initials "JL" and name "John Littleton". Below the name are several menu items: "Your Dashboard", "Notifications (0)", "Plans & Passes", "Payment Methods", "Account Credit", "Subscribe to Calendar", and "Activity". At the bottom of the sidebar is a "History" section.

If you're browsing the mobile website, simply click the (☰ Menu) icon at the top of your screen to find this link.

Step 4: Select Instrument & Browse Availability

This part is pretty simple. Be sure to click the appropriate instrument, and browse the dates for availability. Please understand, we are a busy school with limited availability. You may choose a different instructor which is a great way to experience a different perspective from time to time.

Make Up Credits are only good for 60 days. Follow the prompts to book your lesson.

School of Rock Littleton

Main Website | Schedule a Make-up Lesson

Schedule a Make-up Lesson

- Make-up Lesson - Drums - 30 Minutes**
Purchase required to enroll
- Make-up Lesson - Drums - 45 Minutes**
Purchase required to enroll
- Make-up Lesson - Bass - 30 Minutes**
Purchase required to enroll
- Make-up Lesson - Bass - 45 Minutes**
Purchase required to enroll
- Make-up Lesson - Guitar - 30 Minutes**
Purchase required to enroll
- Make-up Lesson - Guitar - 45 Minutes**
Purchase required to enroll
- Make-up Lesson - Keys - 30 Minutes**
Purchase required to enroll
- Make-up Lesson - Keys - 45 Minutes**
Purchase required to enroll
- Make-up Lesson - Vocals - 30 Minutes**
Purchase required to enroll
- Make-up Lesson - Vocals - 45 Minutes**
Purchase required to enroll

Make-up Lesson - Guitar - 30 Minutes

Purchase required to enroll

	Morning	Afternoon	Evening
Feb 01 Friday	0	11 Times Available	10 Times Available
Feb 03 Sunday	0	20 Times Available	4 Times Available
Feb 04 Monday	0	4 Times Available	4 Times Available
Feb 05 Tuesday	0	8 Times Available	13 Times Available
Feb 06 Wednesday	0	10 Times Available	5 Times Available

Wednesday Evening, Feb 06

5:00pm-5:30pm With Charlie Akers	5:00pm-5:30pm With Alex Meier	5:30pm-6:00pm With Charlie Akers
5:30pm-6:00pm With Seger Marion	5:30pm-6:00pm With Alex Meier	

Feb 07 Thursday	0	9 Times Available	9 Times Available
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January February March

Step 5: Select who will be taking the lesson

Who is enrolling?

John Littleton

Johnny Littleton

This step is important when multiple family members are enrolled in the program.

*Note: You will not be able to book a makeup lesson online unless a **Make-up Lesson Pass** exists on your account. You must cancel your lessons via the instructions in **Step 1** above in order to receive a **Make-up Lesson Pass**.*

Step 6: Confirm & Finish

Tap Finish to confirm your enrollment

Event Details

- Make-up Lesson - Guitar - 45 Minutes
- Jan 24 • 3:00pm • School of Rock Littleton
- Instructed by Charlie Akers

You can cancel this lesson **24 hours before scheduled time**. After that time, a visit will be deducted from an applicable plan or pass.

Which pass or plan do you want to use for this?

✓ Make-up Lesson 45 Minutes 1 of 1 visits remaining

✓ Finish ✕ Cancel

After clicking (✓ **Finish**), you're done!

You can check **Your Dashboard** to see the upcoming lesson scheduling (including your newly booked make-up lesson).

Note: *If you need to cancel your make-up lesson booked online, you must follow the same 24 hour cancellation policy. When canceled within policy the pass will be available to be used again to rebook until the expiration date (based on when it was originally issued + 2 months). In the event you cancel less than 24 hours in advance the pass will be removed from your account and no longer eligible for a make-up. Finally, if you cancel more than 30 days in advance you will need to contact the school directly so we can arrange next steps.*

If you have any questions at all, don't hesitate to reach out to us!

School of Rock Alexandria

571-376-7625

TEXT: 571-380-8652

ALEXANDRIA@schoolofrock.com