

2019 – 2020 Studio Policies

Name (print): _____
Student: _____
Email: _____
Phone: _____

Welcome, Students and Families!

Teaching music to students of all ages, levels, and abilities is our passion, and we are looking forward to a great year. In addition, we truly enjoy spending time with our students and their families, and very much want to make sure lessons are a happy and successful experience. But, things happen...and that's why we have policies ☺. Sure, they may seem a bit firm, but our policies ensure our studio runs as safely and effectively as possible, and allow us to give our students the best instructors, training, and lesson quality available. We've kept them as brief as possible for quick reference, but never be afraid to come to any of our teachers directly with questions or concerns. Thank you for reading...here comes a great year!

Your Lesson Commitment:

Because we want our students to have maximum benefit and musical success, we strongly suggest they continue consistently with lessons throughout the entire year; however, we do not require that parents sign a contract for any specified duration. Lessons and classes continue on a month-by-month basis (we do not divide the year into semesters or quarters...all lessons and classes continue year-round).

Studio Policies Can Be Unique:

Please remember that our business is unique. Proudly, we are the only multi-instrument, multi-teacher, non-retail music studio in this area! We operate year-round (12 months) and many of us are full-time teachers. Our policies regarding tuition, missed lessons, or the calendar, may be very different from your previous experience with another private teacher, music studio or music store.

The Annual Calendar and Our Fiscal Year:

Our fiscal year is September 2019 through August 2020 (12 months) and includes 46 "working" weeks (44 lesson weeks and 2 recital weeks). Copies of the calendar can be emailed upon request. All holidays, breaks, Recitals, and other events will be noted (any events marked "TBA" will be announced and added to the calendar as soon as possible).

Starting Lessons (new student registration):

We like to make sure that new families have a chance to meet with their instructor, review and sign studio policies, pay their first month's tuition to reserve their time slot, and provide emergency contact information prior to beginning. This way, we can make the most out of the first official lesson. Note: payment for lessons and signed studio policies are due in advance, not at the first lesson. Please be prepared to pay with check or cash.

Current Student Registration/Renewal:

Current students wishing to continue into the new fiscal year can renew their enrollment by reviewing and signing an updated set of studio policies and confirming their time slot (or requesting a new one) prior to August 1st. Registration for new incoming students begins August 1st, at which time all open time slots are available to the public.

30 Days Notice Required When Stopping Lessons:

Whether planning to discontinue lessons permanently or temporarily, **30 days (one month's) written notice is required (email is sufficient)**, the final day of lessons determined, and all accounts (including books, supplies, and tuition) must be paid to date. Provided the required notice is given, your account will only be charged through the designated last day of lessons. **Your account will continue to be charged for a time slot if no notice is given.** Students may not extend lessons or continue to use a time slot beyond their designated last day (any due make up lessons must be scheduled prior to that date). There are no refunds or credits given for past missed lessons.

Switching Teachers:

If you are changing from one teacher to another, we require 30 days written or verbal notice.

Taking a break from lessons, but planning to return:

Even if planning to return to lessons, students who take a break (without continuing to pay tuition) are considered "dropped" until they return. **30 days (one month's) written notice to the teacher is required**, the final day of lessons determined, and your account must be paid through that date. **Your account will continue to be charged for a time slot if no notice is given.** We cannot guarantee that a time slot will still be available when you return. There are no refunds or credits given for past missed lessons.

Tuition:

Tuition is payable in equal monthly installments (please see the section on "Payment Options"), or families may pay for a full 12 months in one installment (at a .05% discount), and includes the cost of 44 lesson pre-scheduled time slots. Monthly tuition is due IN ADVANCE by the 25th of the previous month of lessons (Ex. September payment is due by August 25th). A late fee of \$15.00 will be assessed to accounts not paid in full by the 1st of the month.

Tuition MUST be received prior to the first lesson of the month in order to continue lessons. Tuition is the same amount each month and is not prorated or adjusted due to the number of weeks per month or missed lessons.

Please see the section on "Payment Options".

Payment Options:

Tuition is payable in the following equal installments (please choose one, same for Private or Accelerated Programs):

- → 10 equal monthly installments of \$168.00, from September 2019 through June 2020
- → 12 equal monthly installments of \$140.00, from September 2019 through August 2020
- → 1 single payment of \$1,596.00 (discount of .05%), due prior to first lesson

Monthly Statements:

We will provide you with a courtesy tuition reminder statement by email around the 15th of each month showing tuition, books, and any past due amounts for the upcoming month. A working email address is required.

Mailing Payments:

When mailing in payments, be sure to use our P.O. Box 931, Stafford, VA 22555 address (do not use our physical address).

Contacting Us:

If you need to reach us, you're welcome to email, phone, or text our main number (540) 659-0506 at any time. However, you may also want to exchange contact information with your own teacher in case you need to reach each other last-minute or in cases of emergency. As a courtesy to all students, teachers do not typically interrupt lessons by answering calls or texts. If you are leaving a message during teaching hours, rest assured that we have received it, but please understand that we cannot return the call/text until we have a break.

Office Phone: (540) 659-0506

Cell/Text: (540) 659-0506

Email: FlinnPiano@aol.com

Mailing Address: P.O. Box 931, Stafford, VA, 22555

If a Student cancels or misses a lesson or class:

Students enrolled in our Accelerated Piano Program may opt to attend a class at a different time should they have a conflict (please be sure to check first to make sure there is an opening in the class you'd like to attend). Regardless of advance notice or reason, there are no private lesson make ups (nor do we adjust time or reschedule) if a student cancels or misses a lesson. As much as we would like to accommodate student absences, due to the number of students, as well as limited teaching time and availability, we simply cannot offer additional private lessons equally to everyone.

If a Teacher cancels or misses a lesson or class:

Another Teacher will substitute for that lesson or class (at the regularly scheduled time), or the lesson/class will be rescheduled at a mutually convenient time and as studio space is available. Tuition account balances must be paid in full to be eligible for a make up.

Safety and Behavior:

Please be sure to read and sign a copy of our House Rules prior to beginning lessons.

Arrival, Departure, and Waiting:

Please do not arrive more than 5 minutes earlier than your scheduled lesson time, particularly if you are the first lesson of the day or if there is an empty lesson time before yours. Because most time slots are back-to-back, lessons have to begin and end at their scheduled time, not at arrival time. Families are not required to stay during lessons, but may wait inside the studio or on the front porch (please no waiting in empty studios, the kitchen, or basement). Please do not remain after your lesson time, even if your teacher has an open time slot (open lesson times need to be used by teachers for meal breaks, rest room use, lesson planning, and meetings).

Practice:

Students will need an instrument at home on which to practice. To ensure consistent and effective progress, students are advised to practice at home daily and prepare assignments in advance of their lesson. Students must make progress each week to be eligible to continue lessons.

Music Books and Supplies:

Music books, sheet music, and supplies are not included in tuition. Students should bring all music and their notebook (and any other required supplies) to every lesson.

Recitals:

We typically hold two studio recitals per year, and the dates are TBA. All students are invited and encouraged to participate, regardless of age, level, ability. Recitals are not mandatory, and they are not included in the price of tuition (but, there is no additional charge for participating).

Closures we'd like to let you know about in advance:

There will be weeks when the studio is closed for lessons (possibly due to maintenance, or the weeks preceding/following a recital, or major holidays – Christmas, New Year's, Easter, Thanksgiving, July 4th). These closures are noted on our calendar and affect ALL students of ALL teachers, regardless of their participation in events. Tuition is not prorated for closures ("off" days have already been factored out of the tuition amount).

Snow and Studio Emergencies:

If necessary, lessons and classes missed due to snow or emergency closure will be made up on a pre-determined day prior to the end of the fiscal year.

Summer Scheduling in July and August:

In order to minimize absences during the summer, as well as to accommodate family vacations and camps, students have the option during the months of July and August of "creative scheduling" -- which means they may schedule their lesson slots for those two months on days that work with their schedule (they may even schedule on consecutive days, or do hour-long lessons, if needed). All private lessons must be scheduled in advance with the teacher, and are then subject to our regular missed lessons policy (no make ups for missed lessons, lessons cannot be rescheduled). For students in our Accelerated Piano Program, you may opt to attend a different class in the event of a conflict.

I have read, understand, and agree to all above mentioned studio policies for the duration of my/my child's enrollment at The Music Studio.

Signed (parent): _____ Date: _____

COLLECTION ASSIGNMENT AGREEMENT - The Music Studio, LLC

I have reviewed my copy of The Music Studio Policies and Calendar 2019-2020, and agree to all policies for the duration of my/my child's enrollment at The Music Studio.

In the event my account is referred to Commonwealth Financial Solutions, Inc. for collections, I agree to pay all costs incurred in collecting the amount due, including an additional amount of 33 1/3 percent as attorney's/commission fees.

Responsible Party's Name: (Printed) _____

Responsible Party's Signature: _____

Witness: _____ Date: _____

Thank you, again, for reviewing our policies and understanding that they are in place to keep things running safely, smoothly, and professionally, and to ensure the best working environment for students and teachers. We look forward to working with you through a successful year!

Please make sure to return your signed copy of our policies to your teacher, or email a scanned copy to flinnpiano@aol.com prior to your first lesson.