

In-Studio & Online Policies

2020 - present

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), offer both in-studio and online lesson programs, and we 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:

Our fiscal year is September through the following August (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). Note: the studio will be closed the week of Labor Day each September.

Starting Lessons (new student registration): We offer both In-Studio (in person) and Online Lessons

We like to make sure that new families have a chance to meet or video chat with their instructor, review and sign studio policies, ask questions, pay their first month's tuition to reserve their time slot, and provide emergency contact information prior to beginning. For Online lessons, at least one online meeting should be scheduled prior to beginning lessons to test video/audio connection and ensure adequate in-home set up. Note: payment for lessons and signed studio policies are due in advance of the first lesson. Please be prepared to pay with check or cash if you are making a payment in person. Electronic payments can be made online through Zelle, Cash App (Square), or payments can be mailed.

Current Student Registration/Renewal:

Current students wishing to continue into the new fiscal year can renew their enrollment each year by reviewing studio policies and confirming a time slot (or requesting a new one) prior to August 15th. There is no need to re-sign policies, as the original signed set remains in effect for the duration of your lessons with us. Open Registration for new incoming students begins August 15th, 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.

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 of \$145.00 (please review the page on Tuition).

Monthly Statements:

We will provide you with a courtesy tuition reminder statement/invoice 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. Be sure to mail payments to our P.O. Box 931, Stafford, VA 22555 address (do not use our physical address). And, please leave ample time when mailing your payment so that it will be received on or before the 25th of the previous month. Please be sure to check your monthly statements for additional fees such as books or sheet music (carryover balances of more than \$50.00 will trigger a late charge on your account).

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:

Students enrolled in our Accelerated Group Lesson Program may reschedule for any reason. Available make up lesson times can be found and scheduled through a scheduling link on our website under “Current Students”.

If a Teacher cancels or misses a lesson:

Another Teacher will substitute for that lesson (at the regularly scheduled time), or the lesson will be rescheduled at a mutually convenient time and as studio space/class time 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 for In-Studio Lessons:

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 must 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).

For the duration of the COVID-19 phase-in, we ask that parents and sibling please remain outside or in their cars during lessons, to minimize the number of people inside the studio. We will ensure all students wash hands before and after lessons, that all surfaces are sanitized between sessions. And, according to guidelines set by the State, there should be fewer than 10 people inside the studio at any one time until restrictions are lifted.

Instruments and Practice:

Students will need an instrument at home on which to practice. To ensure consistent progress and effective lessons, students are expected 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 must bring all music and their notebook (and any other required supplies) to every lesson.

Recitals:

We typically hold two studio recitals per year. All students are invited and encouraged to participate. The studio is closed and there are no lessons during recital weeks (studio closures apply to all students, regardless of age, level, ability, their participation in the recital, or when they began lessons). Recital dates/times TBA.

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 a recital, or major holidays – the week of Labor Day, Christmas, New Year’s, Easter, Thanksgiving, July 4th, etc.). 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.

Snow and Studio Emergencies:

If necessary, in-studio lessons missed due to snow or emergency closure will be made up on a pre-determined day prior to the end of the fiscal year. Students also have the option to schedule an online make up lesson at their convenience.

Summer Lessons:

We do offer lessons throughout the summer, and encourage our students to continue seamlessly throughout the year for consistent progress and results. We do not prorate or refund tuition during summer, but students enrolled in our Accelerated Group Lesson Program may reschedule lessons as needed to accommodate their schedule. Please see the next paragraph regarding creative scheduling during July and August.

Summer Scheduling in June, 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, if needed). All lessons must be scheduled in advance.

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 2017-2018, 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 flimmpiano@aol.com prior to your first lesson.

Tuition - \$145.00 per month

Families have many questions regarding tuition throughout the year, so we thought it might be helpful to create a page specifically on this topic. Our apologies for the length!

Though we do not require our families to sign a contract to continue lessons for any specific duration, we configure tuition based on the assumption that most students will continue lessons for the entire year (12 months).

In one calendar year, each of our students is allotted 44 lesson time slots (scheduled in advance), regardless of which day of the week their lessons fall on. There are no lessons during the weeks of Thanksgiving, Christmas, New Year's, Easter, recital weeks, and Labor Day week. In addition, there are a few smaller holidays, such as Mother's Day, Father's Day, and Memorial Day, when the studio is also closed. All "off" days are noted on our current calendar.

We typically hold recitals twice per year (as extra "bonus" events to benefit students). We also occasionally have rehearsals, ensembles, or special studio events throughout the year. However, recitals and other events are optional, and not considered "lessons". Accounts will not be credited if a student misses a recital or studio event.

Your tuition is calculated by taking the total cost of 44 lesson slots per year, and dividing into 12 equal monthly payments. Therefore, monthly tuition is an "averaged" amount, and does not change according to the number of lessons per month and is not prorated during months with holidays or days off. New students will be prorated if they begin mid-month.

The overall annual tuition amount for all students is determined by a number of factors, including overhead costs, utilities, teacher salaries, supplies, music, instrument maintenance, equipment, taxes, licensing, yard maintenance, snow removal, repairs, teacher training, accounting and bookkeeping services, advertising, website maintenance, and office expenses.

Tuition payments may be mailed or made in person, with cash or check. Electronic payments may be made through Zelle, or the Cash App (Square). Payments are due on or before the 25th of the previous month (Ex: Tuition for September is due on August 25th).

Because lessons continue on a month-to-month basis, your tuition payment is what holds your time slot for the upcoming month and must be paid prior to attending your first lesson. Paying tuition in advance of the lessons insures us that you will attend and allows us to pay our teachers in a timely manner.

Tuition e-statements for the upcoming month are sent via email on the 15th of each month (a working email address is required) to remind families of the 25th due date.

If you choose to mail payments, use the mailing address noted on your monthly e-statement. Do not use our physical address to mail payments (we don't have a mailbox). Allow sufficient mailing time to ensure your payment is received prior to the due date.

Late fees will be added to overdue accounts on the 1st of each month. Checks returned NSF will be charged a \$25 bank fee.

Banks have become extremely picky on how personal checks are endorsed. Please make your checks out to The Music Studio (not TMS). Write the amount clearly and carefully, without abbreviation (Ex: The amount \$280 should be written "Two Hundred and Eighty", not "Two Eighty" or "Two hundred and 80/100"). Use only black or blue pen. Banks may reject checks written in red, purple, pink or green.

30 days prior written or verbal notice must be given if/when discontinuing lessons. You will be charged tuition up until the end of the 30-day period. For example, if you wish to stop lessons on October 1st, you must give notice to us no later than September 1st.

Thank you for taking the time to read through our policies! We appreciate your understanding!

I read it, and I get it. Signed _____