

# 2010-2011 Studio Policies

(Effective August 2010)

## 1. SCHEDULING:

MusicMasters private piano lessons are customized to each student's age, interest, and availability. We offer young beginner piano students a single half-hour lesson each week. Older or more advanced students are offered the choice of either 45 minute or one hour lessons each week.

During the school year, families may choose to formally register (*enroll*) students by the semester or by the lesson (*a la carte*). *Enrolled* students will receive priority scheduling (first choice of repeating lesson times throughout the school year). *A la carte* students will be scheduled into those time slots that remain, but are offered greater scheduling flexibility (subject to availability). All summer lessons are scheduled and billed *a la carte*. See "Tuition" below for rates and payment options.

## 2. CANCELLATION:

Students are expected to notify us when canceling a lesson. Make-ups, credit, or refunds are offered only when we are given adequate notice (as per our make-up policies below).

We have two sets of make-up policies, one for *enrolled* students and one for *a la carte* students.

**Enrolled** students who give at least 24-hours notice of cancellation will be offered a "standby" make-up lesson, to occur within one week of the missed lesson, subject to availability. Since standby lesson compatibility cannot be guaranteed, *enrolled* students may choose instead to schedule a deferred make-up lesson at the end of each semester, so long as advance notice was given. *Enrolled* students are entitled to one deferred make-up per semester. When less than 24-hours notice is given, *enrolled* students may seek a deferred make-up only. Missed lessons without advance notice (no shows) will not be made up nor refunded. Because we offer multiple make-up options, we do not offer refunds nor credit to *enrolled* students for missed lessons.

**A la carte** students who give at least one week's cancellation notice will be offered the choice of credit to their next month's tuition or a "standby" make-up lesson to occur within one week of the missed lesson (subject to availability). *A la carte* students who provide less than a week's notice, but at least 24 hours' notice of cancellation, will be offered a standby make-up only (subject to availability). *A la carte* students must provide a minimum of 24 hours notice to qualify for this make-up lesson and no tuition credit will be given for lessons canceled with less than a week's notice. If less than 24 hours notice of cancellation is given, we cannot offer credit nor a standby make-up lesson. Students must register and formally enroll in lessons (by the semester) to qualify for a deferred make-up at the end of the semester.

## 3. PREPARATION:

Regular study and practice is necessary to achieve musical success. Students need to practice their assigned pieces daily and have all written work completed before each week's lesson.

Environment: Students must have access to an acoustic piano every day. The piano needs to be in tune (tuned annually at A-440 pitch) with all of its keys and pedals functioning correctly. The practice area should be quiet and free of distractions (i.e. computer, radio, television and/or video games) during practice time. If these items are located in the practice area, they should be turned off and remain unused during practice.

## 4. PARENTS:

Parents of young students (5 to 8 years old) are asked to observe and participate in all lessons. We also ask that these parents supervise their child's daily practice sessions at home to establish good practice habits. Older children with established practice habits benefit from independent practice time. In this instance, parent(s) should attend still lessons occasionally and check in on their child's practice sessions regularly.

Any lesson observers, especially guests, should refrain from distracting the student during the lesson. With the exception of visits to the studio restroom, we ask that all clients and their guests remain seated in the studio or on our front porch. Siblings are welcome to attend lessons so long as they are directly supervised (not left to wander unattended).

## 5. GROUP CLASSES:

We offer group classes for Theory Exam preparation and/or World of Music. Participation in these classes is highly encouraged for those students who are invited to participate. Fees for these classes are charged separately from tuition.

Studio Recitals: Our studio hosts two class recitals each year. These include a Christmas Recital and a formal Spring Recital at the end of the school year. All students are required to attend and/or play at these events. Parents are asked to attend these recitals. We do not charge additional fees for these recitals nor their receptions.

## 6. TEXTBOOKS:

Beginning students will use a Lesson Book, Theory Book, Solo Book, and a generic note pad. Future supplemental books will likely include a Recital Book, Hymn Book, Christmas Book, and/or a Repertoire Book. We will give families at least one week's notice to purchase any needed books.

Some additional study materials, such as TMTA Theory Exams, and/or World of Music Curriculum, will be made

available for purchase directly from our studio. Students must bring all currently assigned books to each lesson.

## **7. TUITION:**

Fall and spring tuition for *enrolled* students is calculated by the semester and then divided into 5 equal payments per semester, due at the beginning of each month. There are 18 lessons scheduled for the fall and spring semesters. The following tuition rates will apply for *enrolled* students: (per semester):

30 minute lessons weekly: \$120 x 5 installments per semester (\$600)

45 minute lessons weekly: \$160 x 5 installments per semester (\$800)

1 hour lessons weekly: \$200 x 5 installments per semester (\$1,000)

We offer *enrolled* students two discount options: 1) a 2.5% semester prepayment discount; or 2) a 5% school year prepayment discount:

30 minute lessons: \$585 for semester prepayment, \$1,140 (\$570) for school year prepayment

45 minute lessons: \$780 for semester prepayment, \$1,520 (\$760) for school year prepayment

1 hour lessons: \$975 for semester prepayment, \$1,900 (\$950) for school year prepayment

*A la carte* lessons are calculated monthly @ \$33 per 30 minute lesson, \$44 per 45 minute lesson, and \$55 per one hour lesson scheduled. All summer piano lessons are scheduled and billed as *a la carte* classes. Payment for *a la carte* lessons is due at the first lesson of each month.

Split lessons: Lessons may not be split between siblings (i.e. a single one-hour lesson into two 30 minute lessons). However, siblings may alternate lessons weekly. Alternating lessons will be calculated monthly and billed as *a la carte* lessons. In general, *a la carte* students are eligible to participate in internal events only (lessons, recitals, and theory classes) as we have found that outside festivals and competitions require a commitment to regular weekly lessons by anyone who wishes to participate.

## **8. AUDITIONS:**

Beginning students are informally interviewed. They do not need to play an audition. Transfer students are asked to perform an audition to assess their skills and place them properly. If a transfer candidate is currently studying with another instructor, we cannot audition this student until after he or she has terminated his or her study with that instructor.

## **9. TERMINATION:**

Students may terminate lessons anytime. However, we require 30 days notice of termination and payment of any unpaid lessons remaining before leaving to provide a smooth departure and/or transfer into another studio. *Enrolled* students may terminate and leave mid-semester, but will be converted to *a la carte* status to calculate their tuition due for the 30 day notice period.

## **10. SUMMER LESSONS:**

We offer but do not require summer lessons. Summer lessons are billed *a la carte* by the month. We recommend that *enrolled* students take up to one month off from piano lessons in the summer. However, we do not recommend that any students take an entire summer off from piano lessons.

## **11. LESSON PROTOCOLS:**

Please be prompt for lessons. We recommend arriving five minutes prior to your scheduled lesson time. Please park on the street in front of our home. Please do not block our driveway nor use the driveway for drop-offs or turnarounds. All students and visitors are asked to remove and leave their shoes outside on the front porch and enter the studio quietly. Students are asked to wear socks indoors and to wash their hands before each lesson.

Please do not bring snacks, food, candy, nor drinks into our studio. We provide the use of our covered front porch for snacks and/or discussion. Siblings must be attended to by parents throughout the lesson and are expected to be quiet at all times. Well behaved students and siblings are rewarded with their choice of chewing gum or stickers at the end of lessons. Families are welcome to visit the park just behind our home for recreation. However, children should always be supervised when playing outside, especially in the park.

## **12. HOLIDAYS:**

Our studio is closed between the fall and spring semesters as well as the week of spring break. The specific dates of these closures will be published at the beginning of the school year. The studio is also closed Thanksgiving Day. For other holidays, lessons follow the regular schedule and merit advance notice for students seeking a make-up.