



## **Individual and Group Lesson Policies**

### **Basic Supply Checklist**

- Instrument (in good playing condition).
- Book or music, as assigned by instructor.
- Additional supplies (manuscript paper, pencil, binder, rosin, reeds, swabs, etc.) as recommended by the instructor.
- The student and/or parent/guardian is responsible for purchasing music books and/or supplies.

### **Lesson attendance**

- A lesson missed (no-show) or rescheduled lesson with less than 24 hours' notice will be charged at the regular lesson rate and are not eligible for make-up lessons, credit or refunds.
- The instructor will reschedule the lesson without penalty if the student/family provides over 24 hours' notice.
- Students and families are recommended to ask their instructor if/when a lesson can be rescheduled before planning for vacation or appointment, etc. Please note that unfinished lessons are not able to be refunded.
- If a student is late, the instructor will still need to end the lesson at the original ending time. An instructor will wait 10 minutes for a late arrival before marking the lesson a no-show, which will be charged at the regular lesson rate.
- Email, phone call or text are acceptable for cancelation.
- Cancellations made on the same day as the lesson (less than 12 hours notice) are considered "late cancels" and will be charged and are not eligible for make-up lessons, credit or refunds, except in the case of sickness.
- Cancellations due to inclement weather are at the discretion of the instructor. In the event that public schools are canceled, instructor will make every attempt to reschedule the lesson.
- If an instructor must reschedule a lesson, the instructor will notify the student at least 24 hours in advance. The missed lesson may be made up by moving the lesson to a different date or by adding time to one or more future lessons.

## **Payment**

- Tuition for lessons are paid by the month.
- All lessons are pre-paid.
- A \$25 Late Fee will be assessed to any account ten (10) days after the first lesson of the month if payment has not been made unless alternate arrangements are made in advance.
- Tuition payments may be made in cash, check or by Venmo/PayPal. Please put cash/check in an envelope with student's name on the outside.
- Failure to make a payment may result in dismissal from the program.
- Check the studio calendar for scheduled holidays/closures.

## **Studio Expectations**

- Students are expected to devote regular practice time between lessons. This varies by student, but 5 practice sessions per week is a good rule of thumb.
- Students should try to arrive promptly to each lesson with all necessary materials in hand (music, lesson books, notebook, etc).
- A lounge area is available for students to wait if arriving early. Parents may also use the lounge area to wait for students during their lesson.
- If students are late to their lesson, the instructor cannot run into another student's lesson time.
- Parent and students, please silence cell phones while a lesson is in session.
- With the exception of water, do not bring food, drink, or chewing gum into the studio.