

The Music Studio Virginia Beach

In-Studio & Online Policies 2023 - 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...to ensure our studio runs as safely and effectively as possible, and to give our students the best instructors, training, and lesson quality available. We've kept them as brief as we can 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 students to commit to any specific duration. Lessons and classes continue on a month-by-month basis (we do not divide the year into semesters, quarters, school year, etc...all lessons and classes continue year round, 12 months).

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.

Lessons:

All lessons are part of what we call our "Accelerated Lesson Program", and are semi-private, 60 minutes weekly.

The Annual Calendar:

Our fiscal year is September through the following August (12 months) and includes 46 "active" weeks (44 lesson weeks and 2 recital weeks). All holidays, breaks, Recitals, and other events will be noted on our Calendar (any events marked "TBA" will be announced and added to the calendar as soon as possible). 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.

Starting Lessons (new student registration):

To officially register for lessons, all inquiring students should first have a Complimentary Tryout Lesson, review and sign Studio Policies, and pay their first month's tuition to reserve their time slot.

Current & New Student Registration/Renewal:

Current students wishing to continue seamlessly into the new fiscal year do not have to re-register or claim a new time slot (lessons simply continue seamlessly unless a time change is needed). However, we'll email an updated set of studio policies for signature around September 1. Open Registration for new incoming students begins July 25th, 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. Any remaining make-up lessons can be used prior to the stop date, or upon the student's return to monthly lessons, but cannot be scheduled during a break from lessons.

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.

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. 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: themusicstudiovirginiabeach@gmail.com

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

If a Student cancels or misses a lesson:

Students may reschedule for any reason, as long as the tuition account is paid to date. Available make up lesson times can be found and scheduled through a scheduling link on our website under "Current Students". Please give 24 hours notice when canceling your lesson, if possible. Note: although we *offer* make up lessons, they are not *owed*. Missed lessons are not refundable. Monthly tuition will not be prorated due to lessons missed by students. It is the student's/parent's responsibility to keep track of any missed lessons.

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.

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, rather than at arrival time. Note: on rare occasion, a teacher may be running late, so please do not leave if you have arrived earlier than the lesson start time and no one has opened the studio yet (you are welcome to call or text us if this happens). Families are not required to stay during lessons, but may wait inside the studio. For students ages 6 and younger, a parent or guardian must remain in close proximity to the studio in case we need to reach you quickly. In addition, if your child is age 6 or younger, they need to be escorted to and from the studio (please do not instruct young children to leave on their own, or wait outside).

Questions About Billing, Policies, Etc.

Never be afraid to come to us with your questions or concerns! However, because our teachers are busy with students and monitoring classes when they are in the studio, please do not be offended if they ask you if they can address your questions either after class or at the end of the teaching day (in addition, teachers do not have access to account records). For billing questions, please contact Susan Flinn by phone or email.

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, and must be paid for separately. Students must bring all music and their notebook (if required by teacher) to every lesson.

Recitals:

We typically hold two studio recitals per year. All students are invited and encouraged to participate, but recitals are not mandatory. Dates/times TBA. 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.

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 or their start date. 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:

Lessons continue throughout the summer, and we 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 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.

Virtual Lesson Waiting List (as an option for busy schedules)

If the in-person/in-studio time slot needed is not available, students may enroll in one of our online virtual classes. We'll put you at the top of our waiting list, and notify you as soon an in-person time slot is available.

Website:

You can find our Studio Policies, the Annual Calendar, the monthly Newsletter, and current studio events on the "Current Students" page of our website: www.themusicstudiovirginiabeach.com.

Tuition Rates & Billing

Accelerated Program Tuition - \$155.00 per month (60 minutes weekly)

Advanced Program Tuition - \$85.00 per month (30 minutes weekly)

Private Lesson Program - \$155.00 per month (30 minutes weekly)*

*only available to students meeting the prerequisites

Tuition is due in advance of each month of lessons, on or before the 25th of each month (for example: September tuition would be due August 25th). Tuition e-statements for the upcoming month are sent via email on the 15th of each month (a working email address is required). Late fees will be added to overdue accounts on the 1st of each month. Checks returned NSF will be charged a \$25 bank fee.

Your tuition is calculated by taking the total cost of 44 lesson slots per year, and dividing that 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, studio closures, or for student absences.

New students will be prorated their first month of lessons if they begin mid-month or in a holiday month, then all subsequent months going forward will be the regular tuition amount regardless of the number of weeks or holidays.

Tuition payments may be mailed or made in person, with cash or check. Electronic payments may be made through Cash App (Square) or Veem (ACH). Instructions for using either of these options will be on your monthly statement. If you choose to mail payments, please 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.

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. **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.**

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.

I read it, and I get it. Signed (parent): _____

Date: _____

COLLECTION ASSIGNMENT AGREEMENT - The Music Studio, LLC

I have reviewed the current copy of The Music Studio Policies and Calendar, 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.

Parent/Responsible Party's Name: (Printed)

Parent/Responsible Party's Signature:

On Behalf of The Music Studio: _____

Date: _____