

# Arias and Arpeggios Studio Policy

## Tuition

We offer two annual tuition packages divided into 12 equal payments. Elementary-aged and older students may choose \$141/month for 30-minute lessons with any teacher. These rates are based on 40 lessons annually. Students taking more than one instrument must take 45 or 60-minute lessons. These rates are \$212 and \$282/month with a studio teacher, respectively.

Tuition is collected automatically on the 1st of the month via automatic credit card withdrawal. Families who prefer an alternative payment method may pay by check for the entire session or year. No refunds will be authorized.

Families should expect a small tuition increase every September.

## What You Can Expect From Us

We promise to treat all students and families with care and respect.

We will always give you our best when it comes to instruction.

We will always return your call or email promptly and professionally.

We will always treat your children as our own.

We will always be on time.

We win when you have a concern, and we try our best to solve the problem.

We will always own up to our mistakes. (On the rare occasion that we are human...)

We will always be there for any student for any reason.

Additionally, the studio will offer music camps and group lessons throughout the year (at an additional cost). Before recitals, we will hold performance practices and last-minute 'recital boot camps'. We are excited to offer additional performance opportunities at local venues as well as musical field trips to enhance students' musical experience.

## Expectation of Students and Guardians

Be on time to all scheduled lessons, classes, practices, camps, and performances.

Do your best to schedule appointments, keeping in mind your child's classes, practices, and performances.

Let us know if you see a way we can improve our services. We want to be our best! If we see a way to make it happen, it will.

## Books and Fees

In addition to tuition, families will be responsible for other fees associated with music lessons. Below is an estimate of what a student can expect in a calendar year. All fees are per student, not per family.

Books/Music: \$0 (Lesson Books included in registration fee)

Recital Fees: \$0/studio recital (2 studio recitals)

\$35-\$70/outside recital (optional for more advanced students)

Group Lessons: \$5-\$10 (optional)

Music Camps: \$50/day (optional)

All additional books and music will be purchased by the studio and billed to next month's tuition. Recital fees will be charged the month the recital occurs.

## Liability Waiver

If a member of your family damages our property or equipment, out of respect for the studio, please offer to make it right.

There is very little risk involved with private lessons; however, we know that people have accidents, and bad things can happen. Please understand that we work hard to plan all of our events so that everyone is as safe as possible. In the event of an emergency, we will be there to provide support to the best of our ability.

## Cancellations, Studio Closures, and Schedule

Tuition is based on 42 lessons annually. For scheduling purposes, we operate on a trimester schedule as follows:

**Fall Trimester: Mid-August through the week before Christmas (14 lessons)**

**Spring Trimester: Second week in January through May (18 lessons)**

**Summer Trimester: June–July (8 lessons). No lessons the first two weeks in August.**

**40 lessons annually.**

**Studio Closures are already considered within tuition costs. No makeups or refunds for these days.**

**The week of Labor Day**

**The week of Thanksgiving**

**The week of Easter**

**A week for Spring Break (TBD)**

**The week of Memorial Day**

**First two weeks in August**

**Families are responsible for keeping track of the schedule via the studio website.**

Teachers may need to reschedule lessons. These will be notified to you by Nicole. Your flexibility is appreciated.

If you need to cancel/reschedule a lesson, you must let Nicole know at least 48 hours in advance, and she will offer two makeup options. If those don't work, you have the option to attend the hour-long group lesson option for the month. No-shows and no calls will not be made up.

No credits will be refunded for missed lessons.

## Leaving the Studio

We will be sorry if you decide to leave the studio. Two weeks' notice is required. Prepaid tuition is not refundable.

## Electronic Communication Policy

If there is a studio closure due to snow or any other reason we will post on Facebook and send an email and text blast.

The studio will communicate primarily through email. We may call or text for more immediate issues such as teacher cancellations. Please make sure you add our email addresses to your contact list so all emails are delivered.

We use social media often for announcements and updates. Teachers will not 'friend' or 'follow' students. Any information needed can be found on the studio's pages

## Child Protection Policy

In order to create a safe learning environment for all children, we are committed to putting these measures in place:

During a private music lesson with a student under 18, the instructor must teach in a room with a window or an open door.

Our owners are required to periodically (and without notice) check in on any private music lesson being taught to a person under 18. This may be done by looking through the window or checking an open door, without disturbing the lesson or sacrificing instructional quality.

Parents are always welcome to stay in the waiting area within earshot of a private lesson. If they deem it necessary, a parent may check the window or open the door at any time without disturbing the lesson.

In situations where a group class (two or more students) is being taught, there will always be at least one adult in charge. Typically, there will be at least two adults because of the nature of the classes we teach.