

Uhe Piano and Voice Studio

Music Lesson Policies

Welcome to Uhe Piano and Voice Studio (UHEPVS)! We are so happy to have you with us. Please read all our policies carefully. We put these policies in place to make this a safe, enriching, creative and enjoyable community for our teachers and students. You must read and agree to all policies and procedures before lessons can begin.

Due to COVID-19, UHEPVS offers both virtual and in-person lessons. UHEPVS will continue to monitor and follow all the CDC's recommendations and guidelines regarding COVID-19. If your student(s) is not feeling well, we request that you inform us as soon as possible and hold your lesson(s) over Zoom.

I. Lesson Prices

- A. UHEPVS offers weekly private instruction for students of piano or voice in 30-minute, 45-minute, or 60-minute sessions. The table below includes our prices per month:

30-min weekly lessons	\$120/mo
45-min weekly lessons	\$170/mo
60-min weekly lessons	\$220/mo

- B. A new student may take up to three (3) trial lessons before enrolling in a monthly period of lessons. Trial lessons can be paid for on a per lesson basis and are \$30 for 30 minutes, \$42.50 for 45 minutes, and \$55 for 60 minutes.

II. Enrollment

A. Enrollment Fee

1. There is a one-time \$15 non-refundable enrollment fee that is due upon the completion of a student's online registration for weekly lessons. This fee covers the administrative costs of processing student classes and is not to be applied to the student's lesson payments, lesson expenses, registration or other fees, or other expenses: it is solely for enrollment purposes.

III. Registration and Payment

A. Monthly Registration/Payment

1. Lessons are scheduled on a monthly basis, and must be registered ***and paid for*** before the 1st of the month
2. If a lesson is paid for ***after*** the 1st of the month, it will incur a \$10 non-refundable late payment fee. This fee is not to be applied to the student's lesson payments, lesson expenses, registration fees, other fees, or other expenses: it is solely for late payment purposes.
3. **No lessons will be given without prior confirmed payment**
4. All lessons scheduled in a monthly period must be paid for before the first lesson of that period
5. If weekly lesson registration occurs in the middle of a monthly period, payment due for the remainder of that month will be prorated accordingly, and is due before the first lesson
6. Lessons can be paid for via card, cash, check, Paypal, Venmo, or Chase Quickpay

IV. Schedule Changes/Cancellations

1. ***No lessons may be rescheduled or canceled after the first lesson of a monthly period***
2. A request for a change in your weekly lesson time schedule may be done with no penalty up to ***one full week prior*** to the first lesson of the upcoming monthly period. If a student wishes to change their lesson schedule for the month within one week of the first lesson, the student must contact UHEPVS via email and request a schedule change. Lessons canceled or rescheduled less than one week prior to the first of the month will be subject to a non-refundable late scheduling/cancellation fee of \$30. This fee is not to be applied to the student's lesson payments, lesson expenses, registration fees, other fees, or other expenses: it is solely for rescheduling/cancellation purposes.

V. Withdrawal

- A. At least a one month notice is ***required*** to discontinue any lessons or classes. Withdrawal must be done in writing via email, and sent directly to UHEPVS.

VI. Materials

- A. UHEPVS requires certain materials for lessons (books, a notebook, pencils, etc.). The student is required to purchase all materials necessary for lessons, as well as any supplemental material that the student chooses to use and/or bring to lessons.

UHEPVS is not responsible whatsoever for the purchase or replacement of any materials used by the student.

VII. Attendance/Missed Lessons

- A. UHEPVS **does not offer any makeup lessons** unless the teacher misses or cancels the lesson, or the studio closes due to inclement weather/emergency situations. In such cases, the teacher will make up the missed lesson(s), or they will be credited to the next month's payment. They will not be refunded.
- B. Swapping lessons
 - 1. If a student cannot attend a lesson, they may swap lesson times for that week with another willing student. In order to swap lessons:
 - a) **Both** students must agree to the lesson time swap and contact UHEPVS **prior** to the first of the two swapped lesson times.
 - b) UHEPVS does not assist in scheduling swapped lessons.

VIII. Refunds

- A. UHEPVS does not issue refunds for missed or canceled lessons for any reason. Refunds are only given if a payment processing mistake is made by a UHEPVS staff member.

IX. Termination of Lessons

- A. UHEPVS reserves the right to terminate lessons to any students for disorderly or inappropriate conduct and for failure to make an effort toward practicing their instrument of study. We cannot mandate practice time in the home, but if a student is showing no effort and a lack of interest on a continual basis, UHEPVS reserves the right to recommend another instrument, or terminate the lessons.

X. Care of Students

- A. UHEPVS teachers are not responsible for providing before or after class care for students.
- B. We kindly ask that you pick up your student on time as late pick-up of a student can interrupt the following teacher's lesson. Parents/Guardians are welcome to sit in on lessons, and we strongly encourage them to stay for the full length of the lesson.
- C. If you are going to be late, please text or call your teacher. If a parent/guardian is more than 15 minutes late picking up their student, a \$15 fee will be charged per incident. It is very difficult for our teachers when parents/guardians are late. The safety of our students is our utmost priority, and we also have to stay on schedule

with lessons and we do not have the capacity to wait with students if a parent/guardian is running late.

- D. By agreeing to our policies you agree and understand that as a parent/guardian, you are responsible for picking up your student(s) on time.

XI. Injuries

- A. As a student or legal parent or guardian of a student, you release and hold harmless UHEPVS, from any and all liability, claims, demands, and cause of action whatsoever, arising out of or related to any loss, damage, or injury that may be sustained by the participant, and/or the undersigned, while in or upon the premises or any premises under the control and supervision of UHEPVS its owners and operators or in route to or from any of said premises.

XII. Child Safety Policy

- A. In order to help demonstrate proper form, posture, and the correct position of the instrument a teacher will occasionally touch a student on the arm, hand, or shoulder. Physical contact will never be used in a lesson unnecessarily, inappropriately or without consent.
- B. Students may not sit in teachers' laps for any reason.
- C. Teachers are not allowed to go into the restroom with students. Teachers will walk students to the restroom door but will not go in. If a student is too young to use the restroom alone, they must go with a parent/guardian before or after their lesson.

By registering, enrolling, paying invoices or receiving lessons through UHEPVS the student and parent/guardian agrees to be bound by the policies found in this document and any other modifications, emendations, or updated policies shared with the student and parent/guardian either verbally or through written documentation, including updated policy documents, emails, texts, newsletters, or website updates.

Thank you for joining the UHEPVS community. We are excited to have you here!