

# Music Lesson Policies

Welcome to Uhe Piano and Voice Studio (UHEPVS)! Please read all our policies carefully. We put these policies in place to make this a safe, enriching, creative and enjoyable community for teachers and students. You must read and agree to all policies before the agreement can be signed and lessons can begin.

Due to COVID-19, UHEPVS offers both virtual and in-person lessons. Students are required to use hand-sanitizer before and after lessons and wear either a facemask/ shield. We have a limited supply of face masks for students in case they forget to bring one, but we request that students bring their own face masks/shields, We will disinfect the piano and surfaces before and after every lesson. If students are not feeling, we request that you inform us and hold the lesson over Zoom.

## I. Lesson Prices

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

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

- B. A new student may take up to three (3) trial lessons before enrolling in a monthly period of lessons (trial lessons are \$30 for 30 minutes, \$42.50, 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. 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.
3. Students may also register for bi-monthly periods
4. **No lessons will be given without prior confirmed payment.**
5. All lessons scheduled in a monthly period must be paid for before the first lesson of that period
6. Lessons can be paid for via card, cash, check, Paypal, Venmo, or Chase Quickpay.

#### IV. Schedule Changes/Cancellation

1. *No lessons may be cancelled after the first lesson of a monthly period*
2. Lessons may be cancelled or rescheduled with no penalty up to **one week prior** to the first lesson of the monthly period. If a student wishes to change his/her lesson schedule for the month within one week of the first lesson, the student must contact UHEPVS and request a schedule change/cancellation. Lessons cancelled 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. One month notice is required to discontinue any private classes. Withdrawal must be done via email.

#### 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 lessons, 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, he/she may swap lesson times for that week with another 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 lessons

**VIII. Refunds**

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

**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 lesson.

**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, late pick-up of a student can interrupt the following teacher's lesson. Parents 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 is more than 15 minutes late picking up a child, a \$15 fee will be charged per incident. It is very difficult for our teachers when parents are late. The safety of our children is our utmost priority, but we also have to stay on schedule with lessons and we do not have the capacity to wait with them if a parent is running late.

D. I understand that as a parent/guardian, I am responsible for picking up my child on time.

**XI. Injuries**

A. As a student or legal parent or guardian of a student, I 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 child is too young to use the restroom alone, they must go with a parent before their lesson.
- D. For classroom training purposes and for the protection of our families, teachers and UHEPVS, all classes taken over Zoom will be recorded. Recordings will never be made public without prior parental consent.

By registering, enrolling, or receiving lessons the student/customer agrees to be bound by the policies found in this document and any other modifications, emendations, or updated policies shared with the student/customer either verbally or through written documentation, including email, text, newsletters, or website updates.

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