

## **Temecula Music Teacher Studio Policy and Agreement Form 2020**

During the registration process, parents and/or adult students must sign the Parent/Student Agreement form in order to ensure a clear understanding of our updated studio policies and procedures.

### **Monthly Tuition:**

- New Registration/Materials fee is a one time \$35 fee which includes 2 books and a binder.
- Monthly tuition is due on the first of each month, for the entire month.
- After the 15th of each month, a \$25 late fee is added if tuition is unpaid.
- For Charter School Students only: A screenshot of proof of submission of funds is the same as payment, and also due on the 1st of each month for the entire month.
- No envelopes or statements will be handed out or mailed, however, tuition email reminders will be sent monthly.
- We accept Cash, Check, Venmo and Credit Cards (through Student Portal) for payment.
- Monthly tuition payments are non-refundable and non-transferable. Students will not be allowed to take lessons if their account is delinquent for more than 30 days, and past tuition will still be owed.

**\*Tuition is based on a monthly fee and not by the individual class or weeks. Throughout the full year, there are some months that have 3 classes as well as some that have 4 or 5 classes in a month. Tuition also includes the cost of 2 recitals/year, whether or not your student participates, which will be live performances or virtual, depending on State Regulations. All vacations and holidays have been taken into consideration when determining tuition fees for the entire school year. Our studio calendar of studio closures can be found on our website, student portal, and social media.**

### **Attendance Policy:**

- Students can sign up for “in-studio” lessons, or for virtual “Skype Only” lessons.
- If you are an “in-studio” lesson student and are not able to make it to your regularly scheduled day/time, you can let us know via the student portal that you would like a “Skype” lesson during your regularly scheduled time. We need to know 1 hour prior to your scheduled lesson if you will be opting for a “Skype” lesson that day. In order to forego your “in-studio” lesson and opt for a “Skype” lesson, go into your student portal, cancel your class, and make a note that you will be attending via Skype.
- Please do not come to lessons if you have any signs/symptoms of illness.
- If you cannot attend your lesson “in-studio”, or via “Skype”, your teacher will send you a pre-recorded video link of what your next lesson assignment will be for that week. This will show up on your “lesson notes” in your calendar on the student portal, and will also be emailed to you.

### **Rescheduling Lessons:**

Due to our policy of attendance, stated above, we will be able to reschedule a lesson with your teacher only (not a substitute) as it fits into the teacher’s normal teaching schedule. In order to obtain a rescheduled time, for pre-planned events such as vacations or conflicts of activities, we will need to know 1 week in advance, as of your scheduled lesson time. We are happy to accommodate pre-planned rescheduling with these guidelines, as we have added both “Skype” and pre-recorded video options to the attendance policy.

**Studio Guidelines and Safety Procedures:**

- Upon the arrival of all persons entering the studio, please use our handwashing station with soap. Our office staff is keeping this station clean and sanitized for the safety of all.
- Upon entering or exiting a studio lesson room, please use hand sanitizer provided in each room. Our teachers are wiping down piano keys, chairs, and music stands between each lesson with antibacterial cleaners, and we are regularly sanitizing the office and waiting room.
- Please help keep the studio clean and tidy by throwing away all trash and double checking for your belongings as you leave.
- Please do not bring extra people into the studio waiting room that do not need to be there. We understand that many of you have younger children or siblings, and we do also have an outdoor courtyard on the lower level for you to wait. In order to meet State guidelines, we ask that you only bring one adult per child into the waiting area, and stay seated during the duration of your students' lesson.
- Practice social distancing. Please do not enter the studio more than 5 minutes before your scheduled lesson time, in order to give just enough time to wash hands.
- Promptness is important and appreciated as we do run our lessons on a back to back 30 minute schedule.
- No running, yelling, or climbing on chairs is allowed in the waiting area or on the premises in the outdoor hallways. Running on the second floor creates a loud disturbance for our downstairs neighbors.

**30 Day Cancellation Policy:**

I understand that as a student (Private and Charter School), it is my responsibility to give a written 30 day notice via email before the 1st of the month, in order to not be charged for the following month's tuition.

Charter Students: Please do not assume that we know you are discontinuing your classes as soon as your funds are up. We are not aware of what funds you have in your account, and many choose to continue with paying privately when their funds run out.

For this reason, all students are required to have a credit card on file with us. This signature of understanding our policy is authorization to charge your card on file if an unpaid balance goes beyond 30 days. Before charging a card, we will contact you via email and phone.

I understand that in order to attend lessons, this policy needs to be signed by a parent or guardian as acknowledgement of understanding our policies and procedures fully.

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Parent/Guardian or Adult Student Signature

date

**Checklist:** Credit Card on File: Y/N Skype Username: Y/N Student Portal Access: Y/N