

Studio Policy

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I. Tuition and Fees

- a. Explanation of School Year Tuition 3
- b. School Year Tuition Amounts (Sept – May)..... 3
- c. Summer Tuition (June - Aug) 3 -4
- d. New Student Registration and Materials Fee..... 4
- e. Books and Sheet Music..... 4
- f. Payment Policy/ Late Fees 4
- g. Family Discounts 4-5
- h. Calculating Tuition for More than One Enrolled 5
- i. Delinquent Accounts 5
- j. Tuition and Fee Changes..... 6

II. General Policies

- a. Student Responsibilities..... 7
- b. Illness, Cancellations, and Makeup Policy..... 7
- c. Inclement Weather and Power Outages 7
- d. Parking Instructions 7
- e. Ensure that We Are Here Before Dropping Off Your Child 8
- f. If Your Teacher is Not Here 8
- g. What You May Do While Your Child is in Lessons..... 8
- h. Unsupervised Children..... 8
- i. Cell Phones and Gum Chewing 9
- j. Policy Changes 9
- k. Termination of Lessons..... 9
- l. Family/ Teacher Communication Policy 9
- m. Tardiness..... 9 - 10
- n. Calendar..... 10
- o. Registration Procedures..... 10
- p. Family-Teacher Communication 10

III. Private Lessons Only

- a. When the Lesson Schedule Runs Behind 11
- b. Changing a Lesson Time That Later Becomes Problematic 11
- c. Private Lesson Hours..... 11
- d. Will I Lose My Spot if I Take the Summer Off? 11
- e. Changing the Length of Your Lesson 11
- f. Recitals..... 11
- g. Master-classes 11
- h. Year-Round Study 12

I. Tuition and Fees

The new tuition rates are effective September 3, 2009.

a. Explanation of School Year Tuition

- **Private Lessons:** I do NOT charge by the lesson. School year tuition is a flat annual rate, which is then divided into 9 equal monthly installments or 3 pay-ahead installments. Tuition includes the following:
 - 37 scheduled lessons from 9/3/09 - 6/7/10 (see calendar)
 - 7 group masterclasses (Sept, Oct, Dec, Jan, Feb, April, and May)
 - 2 studio recitals (Fridays...11/20, 3/19, and Honors Recital 6/4)
 - an end-of-year T-shirt as my thank you to you!
- **Group Lessons:** I do NOT charge by the class. School year tuition is a flat annual rate, which is then divided into 9 equal monthly installments or 3 pay-ahead installments. In addition, a \$50 non-refundable materials and registration fee is due upon registration.

b. School Year Tuition (Session 9/3/09 - 6/7/10)... ONGOING REGISTRATION BEGINS 6/1

School Year Tuition for **30-minute PRIVATE lessons:**

\$1170 per school year, payable in...
*9 monthly installments (Sept. – May) of \$130 per month **OR***
3 installments (Sept. 1, Dec. 1, Mar. 1) of \$370 (5% discount)

School Year Tuition for **45-minute PRIVATE lessons:**

\$1665 per school year, payable in...
*9 monthly installments (Sept. – May) of \$185 per month **OR***
3 installments (Sept. 1, Dec. 1, Mar. 1) of \$527 (5% discount)

School Year Tuition for **60-minute PRIVATE lessons:**

\$2205 per school year, payable in...
*9 monthly installments (Sept. - May) of \$245 per month **OR***
3 installments (Sept. 1, Dec. 1, Mar. 1) of \$698 (5% discount)

School Year Tuition for **Group Lessons (50 min.)**

\$900 per school year, payable in...
9 monthly installments (Sept. - May) of \$100 per month

c. Summer Tuition (Session 6/20/10 - 8/29/10)... REGISTRATION PERIOD 2/1 - 6/1

Though some families choose to withdraw for the summer, we advocate year-round study for optimal development of your musicianship skills.

Private Students Only: Because we typically have a wait list, we **require a minimum summer investment in your studies in order to hold your spot for the upcoming school year.** Though there are 11 weeks of lessons during the summer session, students wishing to reserve their private lesson spot for Fall lessons need only attend/pay for 9 of these lessons between 6/21 and 8/29, or 2 summer camps. You may also choose to enroll in the full 11 lessons. With the 9-pack, you may take off two weeks of "free" vacation. Prices are as follows:

Summer Plans	Tuition	Pay-Ahead Plan (5% discount, due June 1)	3 Monthly Installments (due 6/7, 7/7, and 8/7)
11-pack, 30 min. private lessons	\$348	\$331	\$116/mos.
11-pack, 45 min. private lessons	\$495	\$470	\$165/mos.
11-pack, 60 min. private lessons	\$655	\$622	\$218/mos.
9-pack, 30 min. private lessons	\$285	\$271	\$95/mos.

9-pack, 45 min. private lessons	\$405	\$385	\$135/mos.
9-pack, 60 min. private lessons	\$536	\$509	\$179/mos.
GROUP LESSONS - Summer Session	\$268	not offered	\$89/mos.
Summer Camps (registration begins 2/1/10)	\$140/week, due upon registration.	not offered	n/a

d. New Student Registration and Materials Fee

We do charge a one-time materials and registration fee of \$50 per family for all new students. This helps defray the cost associated with set up and initial material fees.

e. Books and Sheet Music

I used to purchase all the music myself. As the studio has grown, however, the logistics of getting books for many students has become very time-consuming. So beginning this year (September 2009), I am going to ask students to purchase books. GROUP LESSONS WILL BE THE EXCEPTION, SINCE THE \$50 REGISTRATION AND MATERIALS FEE WILL COVER THE SESSION'S BOOKS. Most students will only finish a book every 4 months or so, but this obviously varies, depending on the student's rate of progress. They may be ordered online or purchased at local music stores. I will write the books needed on the student's practice sheet and indicate a recommended retailer. The student's family is then responsible for getting the books promptly so that instruction is not compromised.

f. Payment Policy/ Late Fees

Payment is due, in full, for the monthly tuition amount at the first scheduled class of the month, whether you are present or absent. **Payments received after the 7th of the month are considered late. Please add \$25 to your payment if you are paying after the 7th.** We currently accept checks and cash, but we prefer checks as they provide a better record of payment. We are hoping to accept online payments or credit cards sometime in the near future. E-mail payment reminders will be sent, but invoices will not be mailed unless the customer's account is past-due. Please pay in person (at class) or mail your payment to: Keyboard Adventures, P.O. Box 606, Purcellville, VA 20134.

g. Family Discounts

Each additional family member enrolled will pay a lower price. See table below.

Program Type	Installment Amount 1 st Family Member	Installment Amount 2 nd Family Member	Installment Amount 3 rd Family Member	Payment Due Dates
Private - 30 min. Monthly Installments	\$130	\$126	\$122	1st week of month
Private - 45 min. Monthly Installments	\$185	\$181	\$177	1st week of month
Private - 60 min. Monthly Installments	\$245	\$241	\$237	1st week of month
Group - 50 min. Monthly Installments	\$100	\$96	\$92	1st week of month
Private - 30 min. 3 Lump Payments	\$370	\$358	\$346	9/1, 12/1, and 3/1
Private - 45 min. 3 Lump Payments	\$527	\$515	\$503	9/1, 12/1, and 3/1
Private - 60 min. 3 Lump Payments	\$698	\$686	\$674	9/1, 12/1, and 3/1

h. Calculating Tuition for Families with More Than One Enrolled

When Family Members Have Lessons of Equal Length

First family member will pay full price. Second family member will pay discounted price.

When Family Members Have Lessons of DIFFERENT Lengths

The family member with the longest lesson will pay full price. The family member/s with the shorter lessons will receive the discounted amounts, respectively.

i. Delinquent Accounts

A late fee of \$25 late fee will be charged to every account that is paid after the 7th of the month. A fee of \$25 will be charged for all returned checks. If the customer has not paid by the 7th of the month, lessons will be suspended until the account is brought current. Interest will be charged at a rate of 15% to all accounts that become more than 30 days past due.

j. Discounts and Financial Aid

Financial aid is available. See Mrs. Baker if you are interested in more information.

Family Discount: Each additional family member enrolled pays a lower amount. See Payment Plans above.

Referral Discount Program: For every new student you refer to Keyboard Adventures, you will receive \$25 off your next tuition payment! The student you refer must officially enroll in order to receive your coupon. Limit 2 coupons per semester.

Pay-Ahead Discount: Families who select the 3-payment school year plan will receive a 5% discount on their tuition.

k. Optional Program Fees (Optional Participation, See Website for Dates and Times)

Activities and events may be offered that are not included in your tuition. The teacher will announce these activities in advance. Registration and payments for these activities should be placed in the registration box just inside the studio door. All activities will be optional to participate in, and fees outside your tuition may be charged. The most common activities are as follows:

Guild Auditions

Held once a year in the late spring, Guild auditions through The American College of Musicians help students get feedback from a qualified judge on how they are doing. The auditions essentially serve the purpose of a once-a-year musical checkup. Students may perform anywhere from one to twenty pieces, either memorized or unmemorized. Students receive detailed report cards, certificates, and pins for participating. Guild fees average between \$25 and \$35 per student. Guild fees will be announced in advance and are due upon registration for the audition.

Non-Studio Recitals, Workshops, and Competitions

Through my involvement in several music teacher organizations, I stay informed about many events available to my students that are outside the studio. As I become aware of these, I will e-mail families the registration information and cost pertaining to each event.

Duet & Ensemble Lessons: Piano duets and ensembles are highly motivating and wonderful experiences for students, but they eventually require duet lessons with the teacher in order to prepare for recital performance. When the students have learned their solo parts and are ready for a duet lesson with me, the duet lessons will be scheduled at a mutually agreeable time. Duet partners are welcome to get together on their own and rehearse without me. This may reduce the number of duet lessons needed before recital performance.

Charges will be as follows:

30-minute duet lesson: \$15 per lesson, per student

Payment for duet lessons is due at the duet lesson. If payment is not made at the lesson, responsible families will receive an e-mail notice of the additional charges. I do log all duet lessons on my calendar, so don't think I won't notice if you fail to pay! Most duet partnerships will be ready for performance within 4 – 6 lessons. Duet lessons will be weekly or biweekly, as determined by the teacher.

I. Tuition & Fee Changes

Tuition and fee amounts will be periodically reviewed and are subject to change. Students will be given one month's notice, in writing, of any change in tuition or fees.

II. General Policies

a. Student Responsibilities Students need to arrive with their books and practice notebook on time to each weekly lesson. In order to make measurable progress, students will also be expected to practice independently as follows:

- Beginner through level 1 books (1st year): 15 - 20 minutes per day
- Level 1 through Level 2 books (2nd year): 30 minutes per day
- Level 3 through early intermediate (3rd through 4th year) 45 minutes per day
- Late intermediate – early advanced (5th year and beyond): 60 – 90 minutes per day

Students will also need to participate in the studio recitals for their program.

b. Illness, Cancellations, Makeups

Student Illness Policy

If you are too sick to go to school or work, please do not come to your lesson. The teacher reserves the right to cancel a student's lesson if the student appears to be seriously ill when s/he arrives.

Studio Anti-Germ Procedures

Students should wash their hands or use the hand sanitizer provided in the bathroom before coming to the piano. This is especially true during cold and flu season. The studio will use disinfectant wipes on the piano keys and computer equipment.

Group Lesson Cancellation Policy: We **do not** offer makeup times for group classes. If a class is cancelled BY THE STUDIO for any reason (weather, teacher illness, etc.) a credit will be provided. Students who miss class for any reason **will not** receive a refund.

Private Lesson Cancellation Policy: (change from '08 - 09) We **do not** offer individual makeup times for individual lessons cancelled by the student. Students are asked to do their best to keep their assigned weekly appointment time. Please have the courtesy of letting the teacher know in advance that you will be absent. If your lesson is cancelled BY THE STUDIO for any reason (weather, teacher illness, etc.), the teacher will schedule a makeup for a mutually agreeable time or issue a credit to be deducted from the next month's payment. **Masterclasses (grouped by level) will be offered once per month on Fridays and Saturdays (see calendar on website). The masterclass will be considered a makeup class for any lessons the student was not able to attend earlier in the month.** Students must be prepared to play one song at the masterclass.

c. Inclement Weather & Power Outages

Ice and Snow: I do **not** follow the school cancellations. Beginning September 2009, I will be posting winter weather closures on the home page of the website.

Power Outages: Private lessons will continue as scheduled during power outages. Group lessons will be cancelled.

Tornado Watches and Warnings: In the event of severe summer weather, please use common sense and do not come to lessons in dangerous weather conditions. I will be open in rainstorms and thunderstorms. If there is a tornado watch or warning, lessons are cancelled in the interest of everyone's safety and makeups or credits will be offered.

d. Parking Instructions:

We have a wide gravel driveway. Please park to the side the driveway and allow room for another car to pass.

e. Ensure That I Am Here Before You Drop Off Your Child*

* If someone other than the CLIENT (i.e., babysitter, nanny, relative, or friend) transports children to lessons, please make them aware of this policy.

If you drop off your child and go, please hear me clearly on this policy. MAKE SURE YOUR CHILD IS SAFELY IN THE STUDIO BEFORE YOU SPEED OFF! There may be rare occasions in which the teacher's is caught in traffic, has a sudden emergency, or has some other abrupt need to cancel lessons. You may not have received the message that Mrs. Baker has cancelled your lesson or is going to be five minutes late. For this reason, please ensure that your child is safely in the STUDIO before departing. This is especially important if you are the teacher's first lesson for the day.

f. If Your Teacher is Not Here When You Arrive

This has only been a problem when students arrive excessively early for lessons, such as ½ hour early. Please don't do this. If you arrive here and find that I am missing, do not rush off and assume that I forgot your appointment. Also check the studio door to see if I left you a note. Chances are that I am simply out running errands and am planning to be back in time for your lesson. You can always call my cell phone at 540-272-3919.

g. What You May Do While Your Child is In Lessons

Children respond best to private instruction when parents are not hovering over them. I have found that children listen better and are less distracted when it is just the teacher and student interacting. However, I do welcome parents to observe an occasional lesson, especially if the student is under the age of seven. If you would like to observe a lesson from time to time, that is fine, but please put cell phones and pagers on silent and keep comments to a minimum. Most parents drop off their children and return to pick them up. Here are some suggestions if you need something to do:

1. Wait in the adjoining vacant studio, on the bench out front, or in your car. Children may play in the front yard, but play at your own risk. CHILDREN ARE NOT PERMITTED ON THE TRAMPOLINE.
2. My nine-year-old is often here during afternoon lessons. Andrew loves to play with visiting children, but please limit your play to the adjoining vacant studio and outdoors. Also, please, PLEASE supervise your own children. Clients and children are not permitted to wander the house or woods.
3. Visit the Purcellville Library, a great resource that's right down the street. To get there, take a right out of the teacher's driveway, a left at Main Street, and it's on your immediate right.
4. Take your other children to the playground at the Community Center. If you need directions, let me know. It's about two minutes away.
5. Run your errands to the post office, grocery store, and your local bank. They're all minutes away.
6. There's a Farmer's Market every Thursday afternoon across from Magnolia's Restaurant and on Saturdays in the Town Hall parking lot.

h. Unsupervised Children*

* If someone other than the CLIENT (i.e., babysitter, nanny, relative, or friend) transports children to lessons, please make them aware of this policy.

I am here to teach lessons, not babysit your other children. Any children not receiving instruction are YOUR responsibility. Disruptive children will be asked to leave.

For parents waiting here, PLEASE supervise any other children you have along who are not receiving instruction. Any children who are not receiving instruction should limit their activities to the adjoining vacant studio or outdoors. Children not receiving instruction are not permitted in the occupied studio during lesson time.

For siblings with back-to-back PRIVATE lessons Except for duet lessons, two siblings are not permitted in the private studio at the same time. Children "waiting for their turn" may play Music Ace on the computer or practice with headphones at one of the keyboards in the group studio.

i. Cell Phones and Gum Chewing

Please silence your cell phone BEFORE you enter the studio. Gum chewing is not permitted in the studio.

j. Policy Changes

The teacher may change a policy at any point during the year. The teacher will provide the student one month’s written notice of any policy changes.

k. Termination of Lessons

i. Termination by Teacher

The STUDIO may terminate your lessons for *any* reason, including but not limited to nonpayment, late payments, returned checks, poor attendance record, excessive STUDENT cancellations, consistent failure to be prepared for class (including leaving your music books at home or not practicing), failure to keep an open line of communication with the TEACHER, and failure to participate in required recitals.

ii. Termination by the Student

To avoid owing any additional fees, please provide two weeks advanced notice in writing before the next scheduled payment is due. You may e-mail your notice to me. The following refund procedures will be observed (provided that adequate notice is given):

3-Payment Plan Students:

Withdrawal within 2 months: 25% refund
Withdrawal beyond 2 months: 0% refund

Monthly Payment Plan Students:

No refund given for lessons missed when only a partial month was attended.

Student Withdrawal Without Notice or Communication

If the STUDENT fails to come to a lesson without notifying the TEACHER that he/she will be absent, the TEACHER will attempt to reach the client by phone and e-mail. If the CLIENT fails to respond to the TEACHER’s communication before the next scheduled lesson, the TEACHER will withdraw the STUDENT from the STUDIO and notify the CLIENT by phone and e-mail. The STUDENT’s slot will be made available immediately to new and current students. The CLIENT who quits without notice or communication **WILL BE CHARGED FOR THE FULL CURRENT MONTH AS WELL AS THE NEXT MONTH’S PAYMENT**. No refund will be given when STUDENTS do not show for lessons they have already paid for.

EXAMPLE: Student John’s family pays for November lessons on time, at the first November lesson. John attends the first two out of four scheduled November lessons. John fails to show for the third lesson and fails to communicate with the STUDIO regarding his absence. John also fails to show for the fourth November lesson. On top of disappearing, Mrs. Baker has not heard from his family in response to her communication after the first missed lesson. Because John’s family failed to communicate with the STUDIO about John’s unannounced absences, John’s family will be charged for all November and all December lessons. He will not be charged for January.

I. Family-Teacher Communication

i. Talking in Person:

I care about your concerns. My door is always open, but please have the courtesy to catch me outside of my teaching hours. If the student after your child cancelled his lesson, that’s a great time to talk. But most of the time I teach back-to-back lessons and there is no time to conference with parents. The best thing to do is e-mail me about your issue or concern and I will get back to you promptly. We can also schedule a tele-conference (see iv).

ii. E-Mail:

E-Mail is the preferred method of communication between TEACHER and STUDENT or TEACHER and PARENT. E-mail does not interrupt lessons like phone calls, and it is the most efficient way to communicate with everyone at once. E-mail will be Mrs. Baker's primary means of broadcasting information on upcoming events, recitals, and important announcements. If you are not a regular e-mail checker, please make a habit of checking your e-mail at least once per week while your child is enrolled at Keyboard Adventures. A good time to check it is the night before your child's lesson. The teacher will telephone students for time-critical issues such as changing lesson times, rescheduling, etc. *Mrs. Baker does not always check e-mail on her days off.*

The studio e-mail address is: jennifer@keyboardadventures.com

iii. Telephone:

To minimize lesson interruptions, I do not answer telephone calls during lessons. You are paying for me to teach your child, not to answer phone calls during his/her lesson. Please don't hesitate to leave a message. Keyboard Adventures has voice mail and Mrs. Baker will check messages as soon as she get a break!

The studio phone number is: 540-338-7062
Mrs. Baker's cell phone is: 540-272-3919

iv. Parent-Teacher Conferences:

A parent-teacher or student-teacher conference may be arranged by request with the teacher. Please e-mail or call the teacher to request a telephone conference. I am also glad to e-mail a written progress report.

m. Tardiness

Be on time to your lessons. I can overlook the occasional late arrival, but habitual tardiness tells me that your lessons are not important to you. The nature of the lesson schedule requires that you be on time in order to receive your full lesson time. I cannot extend your lesson time simply because you were late. If I do that, I am taking time away from the next student's lesson, not to mention the fact that I am encouraging tardiness. No refunds or partial refunds will be given to students who lose lesson time due to their own tardiness.

n. Calendar

The complete studio calendar (with closures, etc.) is posted on the website, www.keyboardadventures.com.

o. Registration

Registration will be online for all programs.

III. Private Lessons ONLY

a. When the Lesson Schedule Runs Behind

In spite of my best efforts to run perfectly on time every day, unforeseen circumstances may cause my lesson schedule to run slightly behind. When this is the case, I will make sure you get your full lesson time through the use of a digital timer. I wear a watch with timer functions so that no matter what time we start, I am able to give you your full lesson time.

b. Changing Your Permanent Time

Sometimes students select a lesson time that later becomes problematic. In the event that your personal schedule has changed and you are unable to continue attending lessons at your assigned time, a new time may be arranged by request with the teacher. You may also swap times with another student.

c. Private Lesson Hours (for school year 09 – 10, subject to change)

Monday 4:00pm - 8:30pm
Tuesday 4:00pm - 8:30pm
Wednesday 4:00pm - 8:30pm
Thursday 6:30pm - 8:30pm
Sunday 2:00pm - 6:30pm

d. Will I Lose My Spot if I Take the Summer Off?

For many years, our studio has had a wait list for private lessons. For this reason, we always consider new applicants when students withdraw from lessons. We will always do our best to accommodate you when you come back from your break, but because we fill vacated spots, we can't guarantee a spot when you return.

e. Changing the Length of Your Lesson

The teacher may recommend a change in the length of a student's lesson time as the student advances and requires a longer period of instruction. There are rare cases where the teacher will recommend a shorter lesson. In the case of such recommendation, parents are not obliged to side with the teacher, but going against the teacher's recommendation may compromise the student's progress. Parents/students are also welcome to request a change in the lesson length, either to a shorter or longer length. As long as the teacher is able to work the longer/ shorter lesson into the schedule, the teacher will grant the change and the new rate will apply immediately.

f. Recitals

Music is a performing art and participation in recitals is expected. Recitals are fun "sharing" events. They are important goalposts along the way that help students maintain momentum in their studies. Recitals dates will be confirmed approximately three months in advance.

g. Master-classes

Participation in a masterclass once per month is expected. It is included in your tuition (see calendar on website for dates).

h. Year-Round Study

Although students are not obligated under an annual contract, this is a year-round studio and private students are expected to keep consistent attendance and look at their piano study as a year-round endeavor. The mastery of any instrument depends upon a long-term commitment from the student and consistent practice throughout the year. That is why I strongly encourage my students to continue some form of summer study.