

Grace Notes Music Studio,
L.L.C.
Student Policy Handbook

Private Lessons

Last Revised May 1st, 2016

This handbook serves as a contract between the instructor and student/parent. Submission of the electronic enrollment form indicates that students/parents have read and agree to all of the policies and terms outlined in this handbook. These policies have been constructed to protect both student and instructor, and will always be followed strictly—no exceptions. It is the responsibility of each student/parent to read the handbook. There have been no oral or other representations or promises made that are not a part of this contract.

Policies and Procedures:

General Studio Policies and Lesson Etiquette:

All classes and lessons must take place in the studio—no exceptions. For liability reasons as well as consideration for students and instructors engaged in lessons, students are not allowed to roam around the studio unattended. ALL students, parents, and visitors MUST wait in the lobby area unless receiving or observing instruction. No students or parents are allowed in the kitchen or workshop areas for ANY reason at ANY time. Free parking is provided in our privately owned parking lot across the street from the studio. Free street parking available at all times. Students are not to park in the driveway or on the street blocking the driveway entrance. No food, drink, animals (except for service animals) are allowed in the studio at any time—not even in the lobby area. Please arrive 5-10 minutes in advance of your scheduled lesson time so that classes may begin promptly. Children under the age of 18 are to be supervised by an adult at all times in the lobby & studio.

Registration and Enrollment Procedure:

Registration for all group classes is completed online at www.gnmusicstudio.com. Electronically submitted registration forms serve as a binding enrollment contract—the only exceptions to this policy are if the student moves to a new location outside a 50 mile radius of the studio during the session (most provide 30 days written notice to the instructor and owners) OR a chronic medical condition directly interferes with the studio continuing instruction (most provide written doctor's note to instructor and owner).

Returning students receive priority in registration and an EARLY REGISTRATION window to complete the electronic enrollment contract. Completion of registration and submission secures membership in a class for returning students. New students must submit registration, pay registration fees and first month's tuition to secure membership in a group class.

Returning Students who submit their electronic enrollment contract after the end of the early registration period must again pay registration fees, risk losing their spot in a class and are subject to being added to a waiting list. These students will also not be given a music packet and/or audio files in advance of the first class (if applicable).

Sessions, Tuition, and Fees:

Grace Notes Music Studio has three annual sessions: Fall, Spring, and Summer. The Fall & Spring Session contain 15 classes, Summer contains 6 classes.

Tuition Calculation:

Grace Notes Music Studio believes firmly in a program of study instead of month-to-month instruction. A registration for classes is a commitment to an entire session (and hopefully future sessions) of study.

Students may pay tuition for a SESSION of lessons IN FULL at the time of registration, OR may pay in MONTHLY INSTALLMENTS. The monthly installments are calculated based on the total tuition figure for the entire session, and then divided by the number of months in the session—yielding an equal monthly installment amount, regardless of the number of classes or lessons received in a month. Tuition invoices are provided to ALL Grace Notes students/parents via email and tuition amounts are always clearly posted online at www.gnmusicstudio.com.

Tuition Deadlines:

Students electing to pay in full must pay the total at the time of registration. Students electing to pay in installments, must pay all installment payments on the FIRST of each month—no exceptions.

LATE FEES: Payments are considered late after the 5th day of the month, and a \$10 dollar late fee will be assessed for payments made after that date. A charge of \$15.00 will be added to any payment made after the 7th day of the month. Payments made after the 15th of the month will result in an immediate stop in instruction for that student and a \$30 late fee. The student will not be taught again until tuition and late fees are paid in full. Classes missed due to failure to pay will not be made up or reimbursed by the instructor. Payments can be dropped off to the instructor or the owner at lessons or classes or can be dropped off at any time (including after hours) in the mailbox located at the front entrance of the studio. Payments may also be mailed but must be postmarked on or prior to the first day of the month. Mail payments to: Grace Notes Music Studio 2070 Silverside Drive, Building A, Baton Rouge, LA 70808.

Additional Tuition Policies: In the event that a check is returned for insufficient funds, the student will be charged the tuition, late fees, and any fees associated with the returned check. If payments are consistently made after the first of the month, the instructor reserves the right to discontinue study with the student at any time without refund, and the student will remain liable for the remainder of payments for that session. If outstanding tuition is due from a previous session, the student will not be allowed to participate in recitals, concerts, and will not be allowed re-register for the upcoming session until all outstanding fees have been paid.

No refunds. Please do not ask. If a student is put on the waiting list, fees will be returned. This is the ONLY case in which reimbursement will occur.

Make Up Lessons and Cancellation Procedures:

Make Up Policy: Please read carefully! Grace Notes Music Studio adheres to a 24-hour make up policy. Lessons canceled at least 24- hours before the lesson time for the following reasons will be made up: illness, family emergency, family vacation, business trips, or severe weather. Lessons missed without 24-hour notice, regardless of reason, will not be made up by the instructor. Make up lessons will only be given during scheduled make up lesson times/weeks and are arranged at the instructor's convenience. Any lessons missed by the instructor (and every effort will be made for this to be kept to a minimum) will be made up.

Cancellation Procedure: All lessons must be cancelled by phone or by email—directly with the instructor, NOT the studio phone line or email. Email is preferable.

Additional Attendance Policies:

Lesson time missed due to late arrival will NOT be made up by the instructor. Early arrival to lessons is advised—a reception area is available for early arriving students. If a student is more than 10 minutes late to a lesson, that lesson is considered cancelled and will not be taught by the instructor. There will be no makeup for lessons cancelled due to late arrival.

The instructor respectfully asks that students not come to a lesson sick—especially in the case of fever. It would be better to consider that a missed lesson. Should the instructor deem a student too sick for a lesson, the instructor reserves the right to cancel the lesson without a make up. In the case of disruptive student behavior preventing learning from occurring in the lesson, the instructor reserves the right to cancel the lesson without a make up.

Classroom Expectations and Etiquette:

Students must bring ALL music and materials to EVERY lesson. If something is missing, the instructor reserves the right to cancel the lesson with no make up.

Students must own a functional instrument outfit for instrumental lessons. All instruments purchased from outside the studio must pass a studio inspection prior to use in instruction. There may be times that the instructor deems an instrument unfit for study. In these cases, the student should seek out proper repairs or a replacement instrument. In many instances, repairs can be made in the studio. Instruments will be inspected and approved in the first lesson. Students are expected to prepare thoroughly for each lesson. The instructor will advise specific practice lengths and goals for each individual student based on their

needs. If these are continually not fulfilled, and progress is not being made, the instructor reserves the right to discontinue study. Visitors are welcomed to observe lessons provided that instructors have been notified in advance and approve the observation. Parents of students under the age of 10 may be required by the instructor to attend lessons and assist with home practice. Instruments, accessories, and books for lessons are not provided by the instructor. Students may

NOT borrow studio materials for personal use in lessons. If a student forgets something, student must go without for that lesson or purchase a replacement. No exceptions.

Recitals and Service Concerts:

During the Fall and Spring Sessions, Grace Notes Music Studio provides formal recitals for students to perform in. Performance is highly encouraged, but not required, for students K12. Adult students will be provided with separate optional performance opportunities. There is a Recital Fee of \$25.00 for each performing student. This fee is assessed on the December and May invoice and must be paid for students to be eligible to participate in performances. Parents with multiple children performing, or with a child performing on multiple instruments must pay \$25 for EACH performing child/instrument. The fee is used to pay the professional accompanist contracted to perform in the recital and dress rehearsals. Students pay the recital fee even if piano accompaniment is not used. Parents and students are expected to stay for the entire length of the recital and are asked not to bring young children who cannot sit quietly during the recital. No video or audio recording is permitted in the recital. No photographs may be taken during the recital. DVDs are provided to families, and professional pictures are taken of each performing student and are available for purchase after the recital. GNMS retains exclusive rights to the content of the recitals, and DVDs issued to families are not to be copied or published without express written consent from the owner of GNMS.

Discontinuing Study:

As stated above, registration indicates a commitment to a full session study. The only exceptions to this policy are if the student moves to a new location outside a 50 mile radius of the studio during the session (most provide 30 days written notice to the instructor and owners) OR a chronic medical condition directly interferes with the studio continuing instruction (most provide written doctor's note to instructor and owners). No other circumstances, regardless of how unique, will be considered. Do not ask.

Students are free to discontinue study at the end of a session by simply not enrolling for the next session.

Students may not switch instruments OR instructors during a session. To switch instructors, student must make a formal request in writing to the owner and have a

meeting with both the owners and the instructor to discuss reasons for a switch. Issues presented in the meeting must undergo a period of attempted resolution before an instructor change will be granted. The owners are the only people authorized to grant instructor changes.