

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

GROUP CLASSES

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.

Absences and Attendance Policies:

Instructors value advance notice via email of student absences—even a few minutes of advance notice can help an instructor to make necessary changes to a lesson plan based on student attendance.

Private lesson time or group lesson time will not be given to any student to make up for missed class time.

Students wishing to have private lesson time with the instructor or another staff instructor may schedule an appointment at the instructor's convenience (one week advance request required). Fees for one-time lessons are discounted for group students enrolled in GNMS and a price list will be provided upon request. Tuition rates will not be prorated for missed classes or joining mid-session/mid-month.

The only time a makeup class will be given is in cases of class cancellation due to instructor absence or severe weather. These make up classes will be scheduled at the discretion of the instructor. Extra classes and rehearsals for no extra cost are frequently given at the end of each session as well.

Assignments missed due to absences are the responsibility of each student. The first and last few minutes of class will be reserved for questions about class, and students can catch up on what they missed at that time. In the event that a student misses a class in which new music or other materials are distributed, that student may get these materials in the next class meeting—please do not ask to pick up materials at any other time.

Visitors and Prospective Students:

Prospective students may audit a class at any time with instructor approval. Prospective students may not participate in group classes without paying a prorated participation fee for materials and instruction. Prospective students are limited to one “trial” class and/or one “audited” class before making an enrollment commitment. There are to be no unregistered participants in class during regular class days. At no time should children participate in or observe adult classes. Children may not be left unattended in the lobby.

Communication with the Instructor:

Email is the preferred method of communication. This is for several reasons, but most importantly for the following two reasons: 1) it allows for documentation of every communication on record 2) the instructor is unavailable to answer or make phone calls during teaching times. All communication regarding class content and/or notification of absence should be made directly to the instructor—NOT the studio line or general studio email address.

In-person questions should be directed to the instructor during the first and last minutes of each class meeting. If additional time is requested for an in person meeting, one may be scheduled during the instructor’s posted office hours (by appointment only). Students will be billed at a rate of \$15.00 per quarter hour for in-person meetings that exceed 15 minutes.

Classroom Expectations:

Students must bring all materials to every class meeting.

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 or a replacement instrument can be purchased at the studio. Instruments will be inspected and approved in the first class, and students will be granted until the third class to make any necessary instrument repairs or changes.

All students must own and bring to every class a portable music stand to instrumental classes (no stand is required for group piano, choir, and fiddle/guitar).

The instructor will not make extra copies of music once it has been distributed.

It is highly recommended that students keep music and other materials in a solid black three-ring binder.

Although group classes are designed to be enjoyable and not stressful, some level of preparation must be done each week for class. Students are expected to prepare for each class meeting according to instructor specifications

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.