

Individual Sessions – Piano and Voice

Denise@lvanotes.com

Fall 2008/Spring 2009 Policy

Payment/Rates

- ✓ **Voice:** \$55/hour, \$41.25/45 minutes, \$30.00/30 minutes.
- ✓ **Piano:** \$65/hour, \$48.75/45 minutes, \$35.00/30 minutes.
- ✓ **Cash, checks, and Paypal** are accepted. Minimum charge for Paypal is 4 sessions.
- ✓ **Returned check fee:** \$30
- ✓ **No refunds**
- ✓ **Payment due dates:** No later than the end of the lesson.
- ✓ **Late payment fee:** \$5/week (not lesson) late.

Communication

- ✓ **All performance notices, vacation notices, etc.,** are posted on web site and sent via email ONLY.
- ✓ **Schedule and payment reminders** are sent out every Sunday via email ONLY.

Cancellations/Rescheduling

- ✓ **Any lesson canceled or rescheduled with less than 24 hours' notice** will incur a charge of 50% of the regular lesson rate, up to a maximum of \$25, regardless of the reason for cancellation. This includes (but is not limited to) forgetting, bad weather, transportation issues, relatives in town, not practicing, need to stay after school or late at work, upcoming test, tired, doctor/dentist/orthodontist appt., illness, last minute theatre tickets, etc.
- ✓ **Lessons completely skipped with no advance notice will incur a charge equal to the full lesson rate.**
- ✓ **You may cancel/reschedule a lesson with at least 24 hours' notice** without financial penalty.
- ✓ **Sickness** - if you give me warning before 24 hours that you/your child is under the weather, and you aren't sure about attendance, we can work out a solution regarding that specific lesson.
- ✓ **Frequent cancellation without rescheduling** – I may ask a student who is paying for fewer than 80% of their weeks to shift to either the first or last time of the day as a condition of continuing.
- ✓ **Travel/Vacation** – Lessons will be available **every** week unless I provide notification that I am not teaching. Please keep me informed of your school and family schedule as far in advance as possible.
- ✓ **Lesson time changes** - If you add a new activity that will require you to change your lesson time, I will attempt to arrange an alternate lesson time within my teaching hours. There will be no refund or credit for prepaid lessons that cannot be attended due to a new activity.
- ✓ **I do not “hold” lesson times for sport seasons, plays, travel to Europe, etc.** If you need to miss your lesson for **three or more weeks in a row**, (not counting Dec. 24 – Jan. 1, or the months of July and August), or are unavailable to start at the beginning of the year, you will need to fully pay for each week to be guaranteed your time when you return.

The Doorbell/Deadbolt Issue

- ✓ **The doorbell is fixed, so please only ring once.** If I do not buzz you in immediately, I am with another student and will let you in as soon as possible. If I buzz you in and you can't get in, it means the neighbors locked the deadbolt and I will come down and get you at the end of the current student's lesson, or the current student will let you in on their way out. Please do not arrive too early for your lesson.
- ✓ **If the door at the top of the stairs is locked,** it means I am finishing up with a student. I know you are there and I will let you in when it is time for your lesson, as the prior student leaves

Timeliness

- ✓ **Lessons will not be extended** beyond the scheduled end time to compensate for lateness on the part of the student (even if you are the last student for the evening or before a break).
- ✓ **If we begin early,** we will probably also end early.
- ✓ **Late pick-ups** – Students will be asked to wait on the inside steps once their lesson ends, and will be asked to call you on their cell phone. In the event that I must leave the house, I will walk your child to the Amazon Cafe, where he/she should be able to wait.

Books/Music/Materials

- ✓ **I will keep you informed of music you need to purchase** for successful study.
- ✓ **Students and their families are responsible** for the purchase of their own music. I will purchase music if requested to do so, but require reimbursement (which will include taxes, shipping, and handling) before sending it home.
- ✓ **Students need to have their own music at each lesson.** I generally have my own copies of most music I assign, but I will not loan those copies, and notes can't be made in music that isn't at the lesson.
- ✓ **In the event that I loan special music,** it must be returned in good condition or purchased at replacement value.
- ✓ **Voice students** are encouraged to bring something to record their lessons. Most mp3 players have this function. I have a cassette recorder as well, if you bring a blank cassette tape.

Siblings and Guests

- ✓ **Caregivers with siblings in tow** are welcome to remain during lessons, but I strongly encourage supporting our local businesses (such as Amazon Café) where you can enjoy food, beverages, and wireless internet, and not have to do so in silence or worry about cleaning up crumbs or muddy prints.
- ✓ **Guests of students** – Guests aged 12 and over are permitted at any time (advance notice preferred) but are assumed to be there by permission of their parents or my students' parents, and any responsibility for their well-being remains with said parents. I assume no responsibility for anyone except the student that I am teaching. Due to liability concerns, guests under 12 must be accompanied by an adult.

Ending study – termination by student

- ✓ **I require 4 weeks paid notice** except at the beginning or end of the school term, so that I might either find another student for the slot or accept some performance work. Notice of “quitting” also helps me plan the final lessons to arrive at a point of closure or successful transfer, whichever the case may be, so you get the best value from the time remaining.
- ✓ **Going to college?** I am interested to hear how you're doing, so feel free to keep in touch, let me know what you're studying and doing, add me as a friend on Facebook if you like, etc.
- ✓ **Moving?** Let me know, and I may be able to help you find someone in your new location, as I belong to several state and national associations and discussion lists. Again, the more notice, the better.
- ✓ **Really unhappy about something?** Let me know! I'm not all that rigid and can probably accommodate your request (even if it is to be more rigid!), and you won't lose the inevitable time involved in changing teachers.

Ending study – termination by instructor

- ✓ **Bad fit** – If at some point I believe lessons are not productive due to a poor student-teacher match, inadequate practicing, behavioral or learning issues I am unskilled in working with, etc., I will speak with you and discuss a plan for making a change, which may include a timetable for ending study with me.
- ✓ **Attendance problems** - I may dismiss any student who does not attend the majority of their lessons, though I will provide warning and suggestions for changing the behavior.
- ✓ **Extreme misconduct** - I will immediately dismiss a student with no notice or refund for blatant rudeness or refusal to cooperate, personal insults, sexual harassment, or physical threats or contact.

I have read and understood the Fall 2008/Spring 2009 Policy, and I agree to all terms of said policy.

Parent's Signature

Date