

Ellen Allen Studio Policies
Effective September 1, 2017-August 31, 2018

Teacher Contact Info:

Email (preferred): ellenallen867@gmail.com

Phone (text preferred): 978.895.2743

Address: 1480 Main St., Reading, MA 01867

Monthly Studio Membership Rates:

\$136 for weekly 30-minute lessons

\$201.50 for weekly 45-minute lessons

\$267 for weekly 60-minute lessons

Membership rates are per individual student and are all-inclusive (i.e., the lessons, materials, recital costs, administrative/bookkeeping fees). The rates are a yearly tuition rate divided monthly, and exclude holidays and vacations when lessons are not in session.

Payment Schedule:

- Payment is due on your lesson day during the first week of the month. If you will not be attending your lesson that week, you must mail the payment or drop it off.
- If I do not have your payment by your lesson day during the second week of the month, you will be charged a \$10 late fee for every week the payment is late.
- If I do not receive your payment by the third week of the month, I reserve the right to put your lessons on hold until payment is received.

Discounts:

- There will be a 5% discount for any student who pays for September-December up front. This discount also applies to January-June and July-August.
- There will be a 5% discount for any additional family member after the first two students, for all months that three or more students are enrolled in lessons.
- These discounts may not be combined.

Scheduling:

All scheduling must be done via text or email. Any scheduling done verbally, whether in person or over the phone, will not be considered official until it has been confirmed by me via text or email.

Cancellations and Make-ups:

- There will be no deductions from the monthly rate for absences.
- Each student is allowed one reschedule per month, space permitting. Reschedules will be granted for the following circumstances only:
 - **A legitimate, pre-existing conflict** (a previously scheduled appointment, a planned vacation, etc.). You must notify me of the conflict before paying for your lessons. If your conflict falls on your first lesson of the month, you must give me **a week's notice** to be eligible for a reschedule.
 - **Sickness or emergency**. You must inform me of your absence **at least one hour prior** to your lesson to be eligible for a reschedule.
- If I cancel a lesson due to sickness or emergency, I will provide a make up.

Skype Lessons:

If you cannot make it to your lesson in person due to scheduling issues or inclement weather, I will offer a lesson or reschedule via Skype, availability permitting. Skype lessons will be used **only** in cases where you cannot make it to the studio in person, and are not meant to be a regular substitute for in-person lessons.

On-Going Conflicts:

If you have another, temporary activity that will require a change in lesson time for a month or longer, you relinquish your previous lesson time to be used at my discretion. If you wish to return to your previous lesson time at a later date, I cannot guarantee that it will still be open.

Inclement Weather:

- You will be notified via **email** if lessons are cancelled due to inclement weather.
- I will provide make-ups for all inclement weather cancellations.
- You will still be allotted a sick/emergency reschedule for that month, if needed.
- If I do not cancel lessons but you feel that weather circumstances do not permit you to attend, then I will provide you with a make up per the policies above; however, this will count as your single reschedule for that month (if you have not already used it).

Holidays:

- There are no lessons on New Year's Eve/Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, or Christmas Eve/Day.
- However, lessons **are** in session on all other bank holidays and during all school vacations, unless otherwise informed.

Hiatus and Discontinuation:

- A hiatus is defined as a prolonged absence from your lessons (one month or longer).
- If you need to take a hiatus from or discontinue your lessons, you must give me **at least two weeks' paid notice**.
- If you have already paid for the month, I will pro-rate and refund paid lessons beyond the two-week period at the per-lesson rate of \$33/half hour.
- If you take a hiatus of any length, you relinquish your lesson time to be used at my discretion.
- There will be no refunds without two weeks' notice, except in cases of emergency (an injury that prevents you from singing or playing your instrument, for example).

Lesson Punctuality:

If you arrive early for your lesson, please wait outside or in your vehicle until it is time for your lesson. In order that everyone's time and space be respected, I will not be allowing students to enter the studio early, unless you have made prior arrangements with me. If you knock or ring the doorbell and I do not answer, it is because you are early for your lesson and I am occupied with something else. If you assume it is because I am not at home and decide to leave, then you forfeit your lesson. Please make sure you are aware of the time when you request entrance to the studio.

Recitals:

There will be two recitals this year. Participation is not required, but strongly encouraged. The fall recital date will be **Saturday, December 2 at 4:00 pm**, at my home studio. The spring recital will be in June 2018 (exact date will be announced after the new year). If you wish to participate in the fall recital, you must let me know by **Monday, October 30**.

I have read and agree to abide by all the studio policies set forth in this document. I understand that failure to comply with these policies may result in dismissal from the studio.

Student Name(s): _____

Parent Name(s): _____

Parent Signature: _____ **Date:** _____