



# Kim Lamoureux Music Studio

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## Studio Policies

### Lesson Scheduling

Lessons are offered weekly on a recurring basis. At the beginning of the fall session, students request a time by filling out an availability poll, and are assigned a weekly time by the instructor. Students may join the studio at any time, or discontinue lessons temporarily or permanently at any time with a minimum of one week's paid notice. Students who take a break from lessons mid-session are not guaranteed a time when they return. Times cannot be held for students with a temporary or long-term lesson conflict or for students who are unable to start at the beginning of a session.

### Lesson Sessions

Lesson Sessions are offered for the Fall (September 7<sup>th</sup> - December 22<sup>nd</sup>), Winter (January 2<sup>nd</sup> - March 30) and Spring (April 2-June 29<sup>th</sup>). Please note that there **are** lessons on Columbus Day, Martin Luther King Day, Presidents Day, and during school vacation weeks. Summer lessons in July and August are offered via Flex Pack Scheduling. Please see the separate sheet for details.

### Studio Breaks 2017-2018

The studio will be closed on the following dates:

October 19-27

Thanksgiving Break: November 22- 24

Christmas Break: December 25-January 1

Memorial Day: May 28

June 4-9

### Studio Recitals

Our two annual Studio Recitals are held at Middleton Congregational Church, 68 Maple St. Middleton, MA

Pianist: James Hay

Fall Recital: Sunday November 12<sup>th</sup>, 3:00 pm

Dress Rehearsal: Friday November 10<sup>th</sup>, time tba

Spring Recital: June 2018

### Tuition and Payment

Tuition may be paid per session (5% discounted rate) or monthly, due on the first lesson of the month/session.

Payment can be made by cash, check, or venmo.

	Monthly Rate	Fall Session (Sept-Dec)	Winter Session (Jan-March)	Spring Session (April-June)
30 minutes	\$164	\$558	\$520	\$482
45 minutes	\$221	\$752	\$700	\$648
60 minutes	\$278	\$947	\$881	\$814

Payments not received by the second lesson of the month/session will be subject to a \$15 late fee.

Student tuition is inclusive\* of all costs associated with the studio, and goes towards individual lesson instruction time, administration, sheet music, photocopies, karaoke tracks, text/email support from the instructor outside of the lesson time, and two annual studio recitals.

\*Not included: Students may be asked to purchase songbook anthologies, or invited to participate in competitions, at an additional fee.

### **Drop-In Lessons**

Students seeking trial lessons, audition coachings, boarding college students, or working performers with busy schedules may drop in for lessons at the rate of \$40/half hour, \$55/forty-five minutes, and \$70/sixty minutes. **All drop-in lessons must be paid for in advance.** A drop-in lesson will not be considered fully booked until payment has been received. Payment can be made via venmo ([dynamicduet@gmail.com](mailto:dynamicduet@gmail.com)) or paypal ([kim@kimlamoureux.com](mailto:kim@kimlamoureux.com)), or mailed if booking sufficiently in advance. Please note that drop-in rates do not include materials or recital participation.

### **Conflicts**

Students may request to reschedule a lesson up to one week prior to a lesson when a conflict arises. Contingent upon availability, the instructor will honor a maximum of **one (1)** rescheduling request per month when proper notice is given. Students may make additional scheduling requests, but the instructor is under no obligation to reschedule more than one lesson per month, or honor any requests made with less than one week's notice. Students can reschedule an unlimited amount of lessons via the **Studio Lesson Swap** system, or connect via a **Skype Lesson** in the event of mild illness or a transportation issue.

### **Illness Cancellations**

In the event of **illness or emergency**, a lesson may be cancelled up to one hour before the scheduled lesson time. Lessons cancelled due to illness or emergency at least one hour prior to the lesson time are eligible for a makeup lesson. The makeup lesson must take place within one month (4 weeks) of the missed lesson, and is per the availability of the instructor. **A maximum of one (1) illness/emergency makeup will be allotted per student, per month.** Once a makeup lesson has been scheduled, if the student cancels the makeup lesson for any reason, the lesson is forfeit. Lessons cancelled with less than one hour's notice will not receive a makeup. The instructor will make every effort to schedule a makeup lesson, but makeup times are per the instructor's availability, and are never guaranteed.

In the event of mild sickness (i.e. don't have a sore throat and can sing but don't feel well, or stayed home from school but are now feeling better), please text the instructor to set up a **Skype Lesson**. Skype lessons preserve your regularly scheduled lesson time and avoid bringing germs to the studio.

No calls/no shows will not be made up under any circumstances.

### **Arrival/Tardiness**

If you will be late to your lesson, please text or call to let me know, and we will meet for whatever portion of your lesson slot remains. If I have not heard from you 10 minutes into the lesson time for 30 minute lessons, or 15 minutes for 45 and 60 minute lessons, your time for that day is forfeited.

If you arrive early and another lesson is in session, please feel free to come in, use the restroom/refill your water bottle, and wait in the sitting room to the left of the door. If you arrive early and the door is locked, I am commuting from another location or otherwise occupied. You may text me to see if I am available to begin the lesson early, but if you do not hear from me, I will be there to let you in at the scheduled start time of your lesson.

### **Studio Lesson Swap**

Students have the option at any time to swap with another student for a time already booked in the instructor's schedule. Students are automatically enrolled in a shared Google Doc for the purpose of swapping. The list includes student name, lesson day and time, and best contact phone number and email.

#### **Rules for Swapping**

- Once two students have agreed upon a swap, the lesson swap must be communicated with the instructor.
- Same-day swaps must be communicated via text message (508-423-3988). Otherwise, email is preferred.
- If there is a student miscommunication about a swap, no makeups will be offered.
- If two students arrive at the studio at the same time, the student who normally comes at that time will receive the lesson. No makeup will be offered to the other student.

### **Inclement Weather**

In the event of inclement weather, the instructor will notify students via email if in-person lessons are cancelled, and will offer **Skype lessons**. If a **Skype lesson** is not possible (power outage, poor internet connection, piano student),

then the instructor will provide a makeup time for the lesson, or in extreme cases, offer a studio masterclass or group lesson, to be completed within one month of the missed lesson. If the instructor does not cancel lessons but you feel that weather circumstances do not permit you to attend, voice students must connect via a **Skype Lesson** at their scheduled time. Piano students will be offered a makeup per the policies listed under **Illness Cancellations**.

### Skype Lessons

Skype lessons should be used if the student is mildly sick but can still sing, has a transportation issue, or if there is inclement weather.

#### Skype Lesson Protocol

- 1) Same-day decisions to Skype must be communicated no later than one hour prior to the lesson time via text (508-423-3988). Otherwise, email is preferred.
- 2) Download Skype well in advance of your lesson time (this is free and easy - just google Skype). Choose your newest, fastest device (smart phone, laptop, or iPad) that supports camera **and** audio function. You must have access to wifi. Newer, faster devices will always provide a better connection and audio/video quality.
- 3) Prior to your lesson, check to make sure the camera and audio functions are both working.
- 4) Add me as a contact on Skype. My Skype user name is klamoureux52.
- 5) Set your device up in a private, quiet room with good lighting, and make sure it is connected to a power source. Set it at a height where I will be able to see you from the waist up.
- 6) Make sure you have your music, water, a pencil, a secondary device (for playing karaoke tracks), and **earbuds** on hand in the room with you. Earbuds provide the clearest audio with the least amount of lag.
- 7) At your scheduled lesson time, call me on Skype to begin your lesson.

### Studio Referral Program

Current students who refer a friend or family member to the studio will receive a credit for one free lesson when the new student registers for a full month of lessons. Students must have been enrolled for a minimum of two months to receive the discount.

### Discontinuation of Lessons

Either the student or the instructor may choose to terminate lessons permanently or temporarily. If the student wishes to terminate lessons or take a hiatus (an absence from lessons of one month or more), he or she must give one week's paid notice. If there are any paid lessons in excess of one week, the student will be refunded \$40/30 minutes, \$55/45 minutes, and \$70/60 minutes. If one week's paid notice is not given, the student will be charged for an additional lesson, even if the student cannot attend.

I have read and understand the Studio Policies for Kim Lamoureux Music Studio. I agree to abide by all scheduling, payment, and cancellation and makeup policies listed above.

Student (High School and up)

Print name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent or Guardian (if student is under 18)

Print Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_