



# Freeport Music Studio

## Policies and Procedures



## We Believe in Music

Music lessons will help you and/or your child excel in more than just music! With diligent effort and work, you will see an impact in many aspects of life

## Practicing

You are expected to practice at least 5 times a week for at least 30 minutes. You will receive a prize at your lesson if you do so! Please record your practice time in the student portal. Practicing is the only way to improve on your instrument, so don't undermine its importance! If an extended period of time is observed without practice, we withhold the right to drop the student as we maintain a waitlist.

## Cancellation/ Rescheduling

If you will not be able to make it to your lesson, login to the student portal and cancel at least

### HOW LESSONS WORK

#### Weekly Lessons

Weekly 30 minute lessons are the default. We recommend longer lessons for more advanced students.

#### Monthly Group Class

Every other month, group lessons will be held. This will replace individual lessons for that week.

#### Practice, Practice, Practice!

The learning must extend to the home. Regular practice will accelerate the learning

24 hours before the lesson. In the note field, specify whether you would like to:

1- Reschedule your lesson. If you would like to reschedule, you will be given a makeup lesson. This makeup lesson must be used within 7 days of your cancelled lesson (before your next

lesson). To reschedule, login to your student portal and choose an open lesson slot that fits within your schedule. If there are no slots that you are available to attend, please contact us and we will try to work something out, but no promises.

2- Use a freebie lesson. You have 3 freebie lessons available to you to use from September to May. These should be used for vacations, sick days, emergencies, or other unexpected absences that cannot be rescheduled. You will be refunded when you use a freebie, but there are only 3 of them, so use them wisely!

If you do not cancel within 24 hours, no makeup lessons or freebies will be awarded, and you will not be refunded for the lesson.

If we ever need to cancel a lesson, you will not be charged.

## Holidays

We observe the following holidays and thus will cancel lessons: Memorial Day, Independence Day, Labor Day, Thanksgiving (Wednesday through Friday), Christmas Eve through New Years Day.

## Summer

Throughout the summer, we continue to teach lessons. We encourage all students to continue through the summer as much as possible so they don't regress. However, due to the various family vacations, camps, and other events, we understand there is need for added flexibility. The "freebie" policy is put on hold through the summer and we ask for added communication

so we can understand the student's music learning plans through the summer.

## Payment Policy

### Invoices

Our invoices are forward-looking, in other words, you pay for the upcoming lessons for the month. The invoice is emailed to the parent's email four (4) days before the due date, or first of the month. If you ever find any errors please let us know promptly.

### Payment

Only online payments are accepted through the student portal or from the link in the invoice. We do not accept cash, check, Venmo, PayPal, bitcoin, stock options, gold coins, trading services, etc. We do not accept partial payment of the invoice. We recommend using Auto-Pay. Payments for the upcoming month's lessons are due on the first day of the month. This will be noted in the invoice. If payment is not received within the first five (5) days of the month a \$10 late payment fee will be incurred.

## Repertoire

### Purchase of Music

The purchase of sheet music and music books is the responsibility of the student's family. There are two options when procuring music for lessons; (1) we will communicate which piece of music is needed and the family will purchase, or (2) Freeport Music Studio will purchase the music and bill for the cost of the music on the next invoice. There are some situations where we may have the music on hand and will give it to the student in the lesson. In this scenario we will bill for the music on the next invoice.

**Signature(s)**