



[keyzmusicstudio@gmail.com](mailto:keyzmusicstudio@gmail.com)

(215) 359-5413

## **Lesson Policies and Procedures**

We are excited to bring music to you! Lessons are tailored to meet the needs and interests of individual students. Sessions will be taught on a one-on-one basis with a private music instructor.

Our curriculum will include but is not limited to Repertoire, Ear Training, Music Theory, Technique, and Creative Thinking. In order to make music lessons the best learning experience for you or your family, the following guidelines and policies are in effect for all students.

**Instruments:** Piano, Woodwinds, Vocal, and Music Theory. Instruments, lesson books and other materials must be purchased separately.

### **TUITION RATES:**

#### **Virtual Lesson Rates:**

**\$35.00 per half hour lesson**

**\$50.00 per 45 minute lesson**

**\$70.00 per hour lesson**

\*Prices are subject to change.\* Should prices change, an email notification will be sent.

**Payments:** Lessons are billed at the beginning of each month. Payments are due by the 15th of the month. Credit Cards and ACH Transfers can be made through Stripe in the Student Login Portal. Stripe processing fees apply: Free ACH Transfers or 3.5% for Credit Card Fees. A credit card must be placed on file for all students. A \$10.00 late fee will be applied after the 15th of the month and the credit card on file will be billed.

**Tuition:** All lessons are pre-paid for the current month. An invoice will be sent on the first of each month to your email address. Your teacher will take attendance

to account for every lesson taught, eligible reschedules, teacher absences or refunds owed due to holidays. Any refunds or credits due are automatically applied to the next month's invoice.

**Adult Supervision:** All of our teachers undergo background checks. Students under the age of eighteen must have an adult eighteen years or older present inside the home at all times, while a Keyz Studio instructor is present. Should an adult not be present, the teacher will leave the session, and the lesson will be forfeited by the student. A lesson credit may not be used.

**Session Information:** Developing lifelong musicians is one of our goals along with making Music fun! Our teachers aim to develop a strong rapport with each student. Parents and siblings agree not to interfere with instruction, or to interrupt while lessons are taking place. If there is a question or concern, please speak to the teacher directly before or after the lesson. Parents agree to direct any unresolved concerns to the owner.

**Practice:** Individual practice is highly recommended for successful music lessons. Depending on the individual student, teachers may recommend the amount of practice time per week and whether parents should practice with their child.

**Make up Lesson Policy:** Each family will receive 3 Lesson Credits per Trimester.

Trimesters: January 1st - April 30th; May 1st - August 31st; September 1st - December 31st.

A 24-hour notice must be given in order to receive a Lesson Credit. In the event of a sickness or emergency, Rescheduled Lessons must be requested by 9:00 a.m. of the lesson day by contacting the teacher directly. Teachers will offer 2 make up lesson options to the student, either by providing a new date(s) or by extending the lesson time to future lessons. If the student rejects both lesson makeup times, the lesson will be forfeited. Lesson credits must be used during the current Trimester, and may not be carried over. Lesson credits are non-refundable.

**Inclement Weather:** In the event of a loss of power, students will be offered a reschedule. The reschedule will not use one of your lesson credits.

**Cancellation Policy:** Should you wish to discontinue learning with us, a full calendar month notice is required or tuition equivalent when canceling immediately.

**Holidays:** Labor Day, Rosh Hashanah, Yom Kippur, Thanksgiving, Christmas, New Years Day, Martin Luther King Day, Easter, Eid Al Fitr, Memorial Day and July 4th are eligible for a reschedule.

Teaching on these dates are negotiable between the individual teacher and student. Make up lesson policy information located above applies to Holidays. If a lesson time cannot be agreed upon due to the Holiday, the family account will be refunded the following month.

**Vacation:** Between May 1st and August 30th up to 3 Lessons can be allotted for vacation. This reserves your lesson time and you do not need to pay tuition. Contact us with which dates you will be away and you will see them reflected on the next available invoice. Makeup lessons may not be used in place of Vacation time.

**Teacher Absence:** When a teacher is not available, we will let you know as soon as possible. Lesson cost will be credited to the student's account on the next month's invoice.

**Student Absence:** If a teacher is present on a virtual platform, and the student is not available, the teacher will wait 15 minutes. If the student arrives, the lesson will conclude at its normal scheduled time. Our Make up Lesson Policy does not apply to student absence.

**Non-Discrimination Statement:** Keyz Studio admits students and contracts with Teachers of any race, color, gender, sexual orientation, gender identity, religion, disability and national and ethnic origin. It does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, disability or national and ethnic origin in any of its educational programming or in its staffing and assigning of teachers.

## MUTUAL HOLD HARMLESS AGREEMENT

I hereby certify that I am the parent or legal guardian of the student (or am the adult student over the age of 18) I am enrolling, and grant permission for my(self) student to participate in lessons, recitals and other activities as part of their experience with Keyz Studio. I understand that these lessons, recitals, and other activities could expose the student (myself) to unforeseen risk of property damage or personal injury. I hereby acknowledge those risks and agree to release and hold harmless Keyz Studio and any of its independent contractors or agents from any and all rights, claims, or liability arising out of or in connection with my participation in this program.

I agree to permit Keyz Studio staff, agents and the guests to take photographs and/or videotape during Keyz Studio's recitals and other events. I understand that such photographic images, video or audio recording of students or teachers may be used for commercial and/or promotional purposes on Social Media and our Website. (students will not be named)

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**I have read, understand and agree to The Policies and Procedures of Keyz Studio. I understand by clicking "I have read, understand and agree to The Policies and Procedures of Keyz Studio", I am electronically signing and agreeing with all terms and conditions above.**