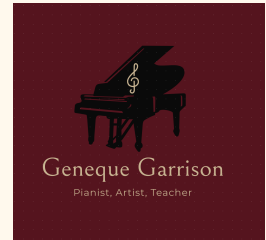


# Studio Handbook Terms & Conditions

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*Garrison  
Piano  
Studio*



## INTRODUCTION

Dear Valued Student or Parent,

We are pleased to provide you with the Garrison Piano Studio Handbook. This document contains important information about our studio policies, expectations for student conduct, and guidelines for lesson scheduling and payments. Please take the time to review the handbook thoroughly and let us know if you have any questions or concerns

## Services

We offer private individual lessons on a weekly basis for students of all ages, with lesson times ranging from 30 to 60 minutes. The duration of lessons is determined by the student's attention span and skill level. For young beginners, we recommend 30-minute lessons, while older students and adults may benefit from 30, 45, or 60 minute lessons. As students progress through more intermediate and advanced levels, we recommend increasing lesson time to 45-60 minutes to facilitate progress and accommodate longer repertoire. Lessons are scheduled weekly on a specific day and time, which is reserved for each student throughout the Summer, Fall, Winter, or Spring session. The curriculum includes music theory, music history, performance practice, and more. Students also have opportunities to participate in recitals, National Piano Guild Exams, RCM exams, and various community performances. Lessons are uniquely tailored to students' individual goals, needs, accommodations, and musical journey.

## Studio Etiquette

**In-Person**–Please make yourself comfortable in the waiting area and supervise any siblings that may have come with you. If you need to take a phone call, kindly do so outside. You are more than welcome to observe your child's lesson, as long as it doesn't cause a distraction. If we can't discuss your student's progress immediately after class, please know that your instructor is available to answer any questions or concerns you may have via phone or email.

**Online**–When attending piano lessons online, it's important to find a quiet and well-lit area with a stable internet connection. Before the start of your lesson, make sure your camera is set up properly so that your instructor can see and hear you and your instrument clearly. Being on time and ready to start the lesson at the scheduled time is crucial. If you need to step away for any reason, kindly let your instructor know beforehand. Lastly, it's important to limit all distractions that may interfere with the quality of your lessons.

## Tuition

Thank you for your interest in Garrison Piano Studio! To begin lessons, new students must enroll and purchase their preferred lesson package prior to the start of lessons. This can be done conveniently online or in person for assistance. Tuition is collected in weekly or monthly installments or by full session. The current lesson prices are \$40 for a 30 minute lesson, \$55 for a 45 minute lesson, and \$70 for a 60 minute lesson. Please note that Garrison Piano Studio reserves the right to adjust prices at the beginning of each academic year or as needed to accommodate market pricing and inflation.

## Discounts

We offer a 10% multiple-sibling discount for families registering more than one sibling. To receive this discount, make sure all students register at the same time and for the full session. Contact for assistance or questions.

## Referrals

If you know someone who could benefit from lessons with Garrison Piano Studio, please be sure to refer them. You'll receive a credit for one free lesson when they enroll, which can be applied anytime towards your account or extra lessons. Spread the word and enjoy this fantastic offer. Thank you for your trust and support!

## Payment

Payment for your upcoming lessons is due promptly at the beginning of each month. You may pay in cash, by check, or through our online payment system. If you happen to miss the deadline, **a \$10 late fee will be charged**. However, we do offer a **7-day grace period**. Please keep in mind that tuition is based on enrollment, not attendance. So it is crucial to prioritize this time in your family's schedule to reserve your student's exclusive lesson time throughout the session.

## Books & Supplies

As a parent or adult student, having all the necessary supplies for successful lessons is crucial.

- ❖ **Primary Curriculum Materials:** Parents and adult students are responsible for purchasing all necessary curriculum books, supplies, and select recital repertoire. This includes lesson books, sheet music, binders, flashcards, and assignment books. Books must be purchased before the student's second lesson. However, we understand that shipping times may vary before your order is received. Your instructor will advise you on the appropriate books based on the student's age and skill level. Recital repertoire will be determined during recital selection week.
- ❖ **Obtaining Materials:** You can choose to buy the books on your own or have your instructor provide them for a fee. If you opt for the latter, we can include the **book fee** in your invoice and have the books ready for you at your next lesson. Let us know which option works best for you.
- ❖ **Additional Repertoire:** Any supplementary material suggested beyond the required curriculum and recital music will be provided at no extra cost.
- ❖ **Metronome:** If you do not already own a metronome, it is necessary to purchase one or download a free metronome app within the first month of lessons.
- ❖ **Technology:** To benefit from playing along with audio tracks and interactive technology, links to apps or software used in class will be provided. Although not required, it is highly recommended to have an Apple iPad for the best integration and compatibility with apps. Your instructor will assist with app setup and demonstrate navigation. Assisting your child with access and setup at home is highly recommended.

## Performance Opportunities

Throughout the year, we offer events such as recitals, exams, and community-sponsored performances. While participation is not mandatory, we highly recommend taking advantage of

these opportunities. Not only do they provide a chance to build confidence, skill, and discipline, but they also allow you to connect with the community and show off all of your hard work over the year. Events and opportunities vary each season. So, make sure to keep an eye out for upcoming events throughout the year!

**Disclaimer:** Please note that certain events occasionally may require a registration fee. This fee may vary depending on the type of event, materials needed, location, or company association. If you have any questions or concerns, please don't hesitate to reach out to your instructor.

## Attendance & Makeup Lesson Policy

It is essential for students to attend all classes to ensure academic success and steady progress. However, unforeseen events such as school closures, instructor absences, or illness may cause students to miss classes. Should Garrison Piano Studio close, no lessons or classes will take place. If a student misses a lesson without rescheduling in advance, they will be marked absent (excused or unexcused) according to the rescheduling policy. **Students are allowed a maximum of two excused absences for any reason per seasonal session unless there are severe conditions or extenuating circumstances.** Exceptions will be made in the event of a natural disaster, emergency, illness, or injury. In the event of an instructor's absence, students will not be penalized. All missed lessons that are due to instructor absences can be made up at a later date.

## Rescheduling Policy

At Garrison Piano Studio, we understand that life can be unpredictable and schedules can get busy. We want to make sure that our students have the flexibility to reschedule their lessons if they have prior commitments or unforeseen circumstances such as an important event, doctor's appointment, or other time conflicts. Please note that rescheduling is not guaranteed and is subject to studio openings and instructor availability. **To ensure that your request to reschedule is honored, please submit your request at least 7+ days in advance.** Please do not wait until the last day to reschedule, as last-minute requests may not be approved. Please inform your instructor of any time conflicts as soon as possible and towards the beginning of the month or session. If you miss a lesson, it will count as an excused absence if you are within the two maximum allotted absences policy, and may be made up at a later date. However, if you have exceeded two absences, the lesson will be forfeited without refund. We highly recommend letting us know in advance if you need to reschedule, as it will help both parties make the necessary arrangements. We take our students' progress seriously and want to ensure that every lesson is valuable and productive.

## Illness Policy

Ensuring the health and safety of our students is of utmost importance to us. We kindly request that if you are feeling unwell, please refrain from attending your lessons in-person. If you or a family member are mildly ill, or if you are simply feeling under the weather, we offer the option to conduct your lesson online. This is especially helpful for those with seasonal allergies or those who are not yet ready to return to school. We understand that sometimes you may not feel well enough to cancel your lesson altogether, but online lessons are a perfect alternative. This way, you can protect your teacher and other students from any illness that may be present in your household while also avoiding the need to use an excused absence. Additionally, if you have a chronic illness or long-term health situation that makes it difficult for you to leave home, we are happy to offer online lessons so that you can continue to enjoy studying music from the comfort and safety of your own home. **If you would like to take advantage of an online learning session, please inquire about setup and technology requirements.**

## Purchasing Additional Lessons

Sometimes there may be a need for additional piano lessons, either for missed sessions or extra practice and performance preparation. At your request, we offer flexible options that cater to your individual needs. We appreciate your commitment to catching up on the material and preparing for your upcoming concerts. Please let us know how many additional lessons you would like to purchase, and we will do our best to accommodate your request.

## Extended Break Policy

At our studio, we understand that life can sometimes get in the way of your music lessons. If you ever find yourself needing to take an extended break but wish that we hold your timeslot, we are happy to make arrangements to accommodate your needs. To ensure that your spot in the studio is reserved for when you return, there will be a fee of \$80 to remain enrolled with your regular lesson time. This fee is necessary to hold your slot and make sure that it is available to you when you're ready to resume lessons. You may also choose to re-enroll at another time with a different time slot, depending on studio availability, and at no charge. If you have any questions or concerns about this policy, please don't hesitate to reach out to us. We are always happy to assist you in any way we can. Note: This does not apply to students taking an optional summer or winter vacation.

## **Optional Summer & Winter Sessions**

We love to see our students prioritizing their music lessons but we also recognize that taking a break periodically is important for maintaining a healthy balance. Therefore, in order to accommodate students taking a break or vacation during summer or winter months, Summer and Winter sessions are optional but highly encouraged to ensure steady progress and maintenance of skill. We highly suggest taking an abbreviated summer session to maintain learning objectives while also leaving room for rest, travel, and vacation. If you are interested in taking an abbreviated summer session, please inquire about arrangements that fit your needs. Please note that if you take a full summer break, your preferred timeslot for the Fall session may not be guaranteed because of studio availability. However, we will do our best to accommodate your needs if you must schedule a different day and time for the next session.

## **Withdrawal & Refund Policy**

At Garrison Piano Studio, we believe that it's important to take the decision of discontinuing lessons very seriously. We recommend discussing this matter with your teacher, family, and student before making a final decision. If you do decide to stop, we kindly request that you give us at least 2 weeks notice so we can end the lessons on a positive note and issue a credit for any remaining classes. Please note that if you choose to end lessons with less than 2 weeks notice, no refunds will be issued, and you will be billed for the current cycle or full month's tuition. Thank you for your cooperation and understanding. We appreciate your commitment to catching up on the material and preparing for your upcoming concerts. Please let us know how many additional lessons you would like to purchase, and we will do our best to accommodate your request.

## **Privacy Policy & Liability Waiver**

**The information parents & adult students provide will never be shared with third parties and will be used for internal purposes only.**

**Please note:** While Garrison Piano Studio will do everything in its power to ensure a healthy & safe environment for music lessons, we are not responsible under any circumstances for any illness, loss or damage sustained during participation in or use of our services at any of our studio locations.



**Thank you for choosing Garrison Piano Studio for your musical journey! We are committed to providing high-quality instruction and fostering a love for music in our students. By enrolling in our studio, you agree to abide by the terms and policies set forth. We welcome you and appreciate your support and trust. We are excited to begin this journey with you and cannot wait to see your progress!**

# Student Enrollment Form

## Garrison Piano Studio

Student's Name \_\_\_\_\_ Current Age \_\_\_\_\_

Birth Date \_\_\_\_\_ School \_\_\_\_\_ Grade \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Parent's Name \_\_\_\_\_ Cell \_\_\_\_\_

Parent's Name \_\_\_\_\_ Cell \_\_\_\_\_

Parent Email Address \_\_\_\_\_

Alternate Phone or Email \_\_\_\_\_

Emergency Contact/Relation to Student/Cell: \_\_\_\_\_

Preferred Method of Contact: \_\_\_\_\_

### Student Information

Does the student play piano or another instrument? If so, please indicate length of study and current method book/level. \_\_\_\_\_

Do you have a piano or keyboard at home? If so, how many keys does it have? If not, do you plan on buying one in the near future? \_\_\_\_\_

What interested you in piano lessons? Do you have any specific goals you'd like to work on? \_\_\_\_\_

Parent's Musical Experience \_\_\_\_\_

Does the student have any accommodation needs? \_\_\_\_\_

Please list any allergies or medical issues of which the teacher should be aware.



How did you hear about us? If you were referred by an affiliate or current student, please list their name below. \_\_\_\_\_

## Signature

- ☐ I agree to contact Garrison Piano Studio if any of the above information changes.
- ☐ I have received and read a copy of the Garrison Piano Studio Policy, and I agree to all studio policy requirements.
- ☐ By checking this box, I give permission to Garrison Piano Studio to use my child's name and/or photo on the studio website or online media platforms for special presentations, recitals, and events in order to spotlight my child's accomplishments.

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Parent Signature

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Date

# Policy Terms & Conditions Agreement

This Studio Policy is a legal contract made between Garrison Piano Studio, Student, and Parent or Legal Guardian, on this date for the provision of private music instruction services to Student(s)\_\_\_\_\_.

Print Name(s) of Student(s)

I, \_\_\_\_\_, have received, read and

Print Name of Parent/Guardian or Adult Student

understand the above guidelines pertaining to music lessons with Garrison Piano Studio and agree to abide by its provisions, as a condition to Teacher providing music lessons to Student.

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Student Signature

Date

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Parent/Guardian Signature

Date

## Media Consent Form

As a parent, legal guardian, or adult student, I hereby consent to and authorize Garrison Piano Studio to capture and use video-audio recordings and photographic images of my child(ren) and/or his or her musical performance or quoted statements in print, electronic, or online media, for educational and promotional purposes only, and without any compensation to me or my child(ren). Students will not be personally identified without further parental permission.

**Please print your name below.**

**I \_\_\_\_\_, agree and provide consent to press release with the media consent policy as presented above.**

**or**

**I \_\_\_\_\_, disagree and do not provide consent to press release with the media consent as presented above.**

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Signature

Date