



# Private Lesson Policy

March 2022

The Keystone Musical Arts Center (KMAC) aims to provide you with a quality learning experience and the tools that will lead to achieving your musical goals. It is our expectation that you are truly serious about learning and improving on your chosen instrument. Therefore, we ask that you make every effort to commit yourself to the following requirements:

## Scheduling

**Lessons are scheduled by the instructor for the same time period weekly.** Please try to be at least 5 minutes early for your lesson so that you are not out of breath or rushing. Relax in the waiting area until it is time for your lesson and you are invited in. Your promptness will assist the instructor to maximize your lesson time and not run into another student's time.

Note that your lesson is reserved for a specific start and end time. If you are late, the lesson will still end at the scheduled time. That way the following students and the instructor can stay on schedule.

## Payment

**Tuition is due at or before the first lesson of the month for all lessons in that month.** For example, if each lesson is \$30 and there are 4 lessons in the month, then \$120 is due at the first lesson for that month. Payment is accepted by cash or check made payable to the teacher. PayPal and other methods may also be accepted – ask your instructor for details.

Please note: If using a service that charges a fee to the recipient, you are responsible for that extra fee. For example, if you send money to the instructor using PayPal, you have 2 options for the payment – “Sending to a friend” incurs no additional fee; “Paying for an item or service” will deduct a fee from the amount the instructor receives (currently 2.89% plus \$.49). When an extra fee is charged, that amount must be added to the payment. Any amount received that is less than the full amount is due immediately or when notified by the instructor.

## Termination

Advanced notice should be given if the student wishes to terminate lessons (30 days is requested). No refunds will be given for lessons not taken. The Keystone Musical Arts Center reserves the right to terminate lessons for any reasonable reason, including late or missing payments, underpayment (includes online payment fees such as those charged by PayPal) or issues related to maintaining a safe, pleasant, productive and nurturing environment.

**If you are going to be late for your lesson or need to cancel, contact the teacher directly (it's best to put this info into your cell phone now):**

Instructor \_\_\_\_\_

Initial lesson day/time \_\_\_\_\_

Instructor's cell phone \_\_\_\_\_

Instructor's email \_\_\_\_\_

**Cancellations**

Our cancellation policy reflects the professional nature of the student/teacher relationship. Once a lesson time is agreed upon, that time is set aside by the teacher and the school for that student each week. The student is therefore responsible for paying for that time slot each week even if they are unable to attend the lesson. The only exceptions would be for planned time off for the instructor (vacation, medical procedure, etc.) and holidays observed by the school (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas).

- **Student Cancellations:** If a student cannot attend their lesson, it is important to call or text the instructor ASAP to request an online lesson for that time (if available) or notify them of the cancellation. Students are expected to inform their teacher of any planned lesson cancellations (i.e. vacations, etc.) in advance. Reminder: Teachers are not obligated to provide credits or make-ups for missed lessons.
- **Instructor Cancellations:** In the event that a teacher cancels a lesson, a credit will be applied to the following month's billing or a make-up lesson (in-person or online) will be scheduled.
- **School closing:** In the event that the school facility closes due to weather or some other emergency, then it is up to each individual teacher to decide if they will cancel, reschedule or move lessons online for that day.
- **No Shows:** If a student misses lessons for two consecutive weeks without contacting KMAC or the instructor, they may forfeit their lesson slot. No refunds or credits will be issued for no-shows. A cancellation with less than 24-hours notice may be considered a no show.

**Practice Suggestions**

Daily practice is expected. This special time of the day should be one of concentration and solitude when the student works on lesson material without distractions such as cell phones and other electronic devices. We recommend that beginners practice a minimum of 15 minutes a day & gradually work up to longer periods of time.

**Lesson Reminder**

Students are required to bring books, folders, writing tablets or other materials discussed with the instructor to each lesson.

**Performance Opportunities**

There are several opportunities each year for students to perform. Currently this includes our open houses and spring recitals. Other options may be arranged by the instructor or the school. Performance opportunities will be mentioned in our email newsletter and should be discussed with your teacher.

**Photos / Video**

Photos (and sometimes audio/video recordings) are taken at most school events and occasionally during the course of day-to-day activities. They may then be used on our web and social media properties or printed for other promotional purposes. We ask that you allow any such recording of you and/or your child to be used in this manner; we agree to use our best judgement in determining the use of such images and recordings that presents everyone involved in the most positive light. By signing this document, you are agreeing to the use of photos, videos and recordings as outlined here. If you have any questions about this, please contact the director.

**Email List**

You will be included on our general email list for newsletters and announcements. It is important that you receive these emails because we use the same list for emergency announcements and special opportunities available only to KMAC families.

By signing below, the student/parent acknowledges that the instructor has discussed this document with them, that they understand & agree to the policies, and that a copy has been provided for them to take home.

\_\_\_\_\_  
Student / Parent if student under 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of student