



Private Lesson Policy

January 2023

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 read over the following and initial in the box on the right to indicate that you understand and agree to each policy:

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 your scheduled time and 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.

Scheduling

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 lesson times 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.

Payment

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 every 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.
- **KMAC closing:** In the event that the Keystone Musical Arts Center 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.

Cancellations cont.

- **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.

Cancellations

Misc. Fees and Charges

It is important that your instructor receives payments for lessons in full and on time so that they can focus on teaching.

When the instructor is charged a fee in relation to receiving your tuition payments, you are responsible for paying that amount.

Electronic Services

PayPal, Venmo and other similar services that allow you to send money electronically may charge a fee to the recipient.

For example, PayPal will sometimes ask you to "Choose a payment type." If you select "For friends and family," no fee will be added. But if "For goods and services" is selected, the recipient will pay a fee. (Sometimes PayPal will not allow you to choose and has "For goods and services" as the only option.) The amount of this fee is currently 2.99% + \$0.49. Sending \$120 this way means that the instructor only receives \$115.92. To avoid this underpayment, you would need to send \$124.20 so that the instructor receives the full \$120.

Returned Checks

If you pay by check and that check is returned by the bank, you are responsible for paying the amount of the check plus any fees charged by the bank.

Late Fee

If the monthly tuition payment is not received by the second lesson or the 15th of the month, whichever comes first, then a 5% late fee will be added to the amount due. At that point, the instructor has the option to suspend lessons and the time slot may be given to another student.

If you anticipate having trouble paying the full amount by the due date, it is important to discuss this with your teacher as soon as possible. That way you and your instructor can plan accordingly if a temporary waiver to these policies is possible.

KMAC will collect fees

Any underpayment of tuition or fees incurred will be referred to the Keystone Musical Arts Center's office for collection.

Please understand that the instructors at KMAC count on this income to support their families. And once lessons have started, they would like to keep financial discussions to a minimum in order to focus on your or your child's musical education. That's why the Keystone Musical Arts Center has put these policies into place - for clarification and to minimize distractions for all involved.

Fees

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, or issues related to maintaining a safe, pleasant, productive and nurturing environment.

Instructor Policies

Some instructors have their own lesson policies. If there is a conflict with anything here, the instructor's policy supersedes the KMAC policy regarding that item.

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 present 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.

Photo/ Video

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.

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 _____

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

Student / Parent if student under 18

Date

Printed name of student