



Expectations and Policies

Welcome to NewSongs Music. We look forward to giving you the best possible service to help your child grow musically. Here are some things for you to expect:

Group classes are 60 minutes in length, and range from 3 to 6 students depending on the program. Private/individual lessons are 30 to 60 minutes in length. You are welcome to sit in class with your child, wait in our sitting room, or take care of other activities. Please be prompt in student pick up and drop off, because we have no one to supervise your child outside of their class time.

We know that everyone needs to miss classes from time to time. We are happy to help you reschedule a class, but *we need to have at least one day's advance notice, or call us at least 4 to 6 hours in advance in case of illness*. We will take emergencies on a case-by-case basis. This enables us to allow the instructor to do other things with the class time. *In the case that you miss a class without advance notice, your instructor was still there for you, so it is billed the same as a regular class*. While we will try our hardest to accommodate your needs, we are also limited by the number of make-up lessons we can arrange, so we cannot guarantee makeup lessons if you have to reschedule more than once each month.

If you need to cancel lessons, we understand (but we will miss you!). In order to effectively make the instructor's time available to others, **we need a 30-day cancellation notice**. You will be billed for 4 remaining lessons from the date you give notice to us (and please plan to use them so we can "wrap up" the instruction we have been giving).

Our typical calendar includes 48 weeks of instruction per year, with 2 weeks off for Christmas and New Years, and one week each for Spring and Summer break. Your tuition is calculated accordingly. Other dates we are closed for holidays may be rescheduled. Our year is divided into 12 week quarters (see calendar for exact start dates) to account for the correct number of lessons.

Tuition is billed at the beginning of your lessons, and you may pay for lessons by the month or by the 12 week quarter (according to our quarter dates on our calendar). You should receive invoices via email. However, you are still responsible for your tuition at the first lesson each month, even if you did not receive it for some reason. For your convenience, we can set up tuition to be processed automatically with a credit or check card. **Tuition received after the 10th of the month will be processed a \$10 late charge**. We hate late charges, too, but we cannot provide excellent service without collecting tuition in a timely manner. Tuition that is more than 30 days overdue may result in your lessons being removed from our schedule.

We charge a one-time registration fee of \$15 per student or \$25 per family. The only time that fee would be charged to you again is if you cancel lessons for a period of time and then return.

Your tuition includes all the basic materials you will need for lessons. Please plan on providing a 3 ring binder to keep materials organized, and if there are supplementary books that we feel could help you, we will recommend them to you.

We encourage students to continue lessons through the summer, but we also understand that families have vacation plans. If you will be missing more than 3 weeks in a row, you may choose to take one month off during the summer without discontinuing and re-enrolling. We ask that you pre-pay the tuition for one month so that there is credit on your account that we will use for your tuition when you return (we need a set return date to arrange this).

Communication between teachers and parents is vital to success, and we are not always able to answer questions and give feedback between lessons. Please feel free to keep in touch with instructors via NewSongs email address (teacher name @elkgrovesmusiclessons.com) or via phone messages. If there is a problem, usually we can find a solution together so we appreciate you giving us the chance to try. Music assignments should be marked in your student's materials each week, but if it is not clear what they should be practicing at home each week, please ask!

From time to time our staffing or staff scheduling changes. You always have a choice to stay with your current teacher at a new time if necessary or to work with another of our top-notch teachers at a convenient time. Likewise, if you have a life change that prompts you to need a schedule change, we will look at all available staff schedules to find something for you.

We are proud to record share our students' work in the form of photos, video, and audio recordings. You are giving us permission to use these in the studio, online and for local media. We will be as safe and smart as possible by only printing students first names with images. If you do NOT permit us to use images of your child, please initial here_____.

The program you are choosing today for (student names)_____ is the _____ program and tuition is _____ per month or _____ per quarter.

You may change from monthly to quarterly payments at any time just by asking. You may also change programs/instruments at any time if something would better meet your need,

We want you to be a part of our larger community of music students, to give and receive help and support as your student(s) learn and grow, because the journey takes a lot of commitment and creativity. Please consider getting more information from us at:

www.Facebook.com/NewSongsMusic (this included a sign-up link for our email newsletters), www.NewSongsMusic.blogspot.com and of course links and material updated frequently at www.elkgrovesmusiclessons.com.

We also appreciate the positive experiences you share with family and friends.

Thank you for being a part of NewSongs School of Music and helping us grow and improve with you every day. By signing below you acknowledge that you read and understand our policies and will abide by them.

Signed _____ Date _____