



Musical Chairs Studio Manual

Updated September 2026

This manual was created to help students, parents, and teachers understand our studio practices, attendance policies, and billing procedures—all designed to support our students' musical growth and success. If you have questions, please reach out to us at **Play@MusicalChairsStudio.com**.

You can access this manual anytime through your [Client Portal](#) under *Online Resources*.

Student Portal

Each student will receive an email with access to their [Client Portal](#), where you can view your lesson schedule and billing details. You'll be prompted to add your preferred payment method the first time you log in.

From the portal, you can also message your teacher directly, cancel or reschedule lessons, schedule makeups, register for additional programs, and review your billing and payment history.

For tutorials on how to use your Client Portal visit our shared [Resource Library Here](#).

Attendance

Each student is assigned a dedicated lesson time. Enrolling in lessons means committing to that time—both on the schedule and for billing. To support steady progress, we ask that students attend lessons consistently.

Cancellations

- A lesson qualifies for a make-up only if you cancel at least 24 hours in advance. Your instructor will work with you directly to schedule the make-up.
- Students may schedule up to three make-ups per semester (Sept 1–Dec 31 and Jan 1–May 31). During summer, we offer flexible attendance options.
- Make-up credits expire after six months.
- If a make-up isn't scheduled, the lesson fee still applies—Musical Chairs does not issue credits or refunds for missed lessons.
- If a lesson is canceled by the instructor, a make-up will be arranged with your current teacher or another qualified Musical Chairs instructor.
- We understand last-minute illnesses happen and will do our best to accommodate you. Please note, though, that many instructors have full schedules, so make-up availability may be limited.

Adult students who cancel at least 24 hours in advance are not charged. Make-up lessons do not apply to adult students.

No-shows and short-notice cancellations are not eligible for make-ups and will be charged in full, for both children and adult students.

The best way to ensure steady progress is to attend lessons regularly as scheduled. Lessons canceled by instructors will always be rescheduled at a mutually convenient day and time.

Makeup Lessons

Musical Chairs offers several flexible options for making up lessons:

- Extend regular lessons: Additional time can be added to upcoming lessons until the missed lesson is made up.
- Schedule an extra lesson: A make-up can be arranged on a different day or time.
- Use school days off: Our studio space is often available during school closures, making these ideal times for make-ups.

Make-up lessons should be completed within **six months** of the cancellation, unless extenuating circumstances require an extension.

School Based Lessons

Musical Chairs offers private lessons at several nearby schools as part of their after-school enrichment programs. To maintain consistency and steady progress, *we do not treat every school day off as a studio holiday.*

Unless a day is listed as an official Musical Chairs holiday, lessons on school closure days will be held at our studio location instead. Teachers will coordinate these adjustments directly with families. Families who'd prefer to reschedule instead may do so under our standard 24-hour cancellation policy.

Enrollment Period

Learning an instrument is a long-term journey, not something mastered in a single lesson. We encourage students to commit to ongoing lessons with no fixed end date. That said, we don't require contracts, and lessons may be paused or stopped at any time. We ask for one month's notice before discontinuing lessons, so we have time to fill the teacher's open spot and help maintain their steady income.

Invoicing

Invoices are issued monthly through the Student Portal and emailed to families at the start of each month. You can view your invoices and payment history anytime in your Student Portal.

Payment

Families are required to add a payment method to their Student Portal, which is used to process tuition payments. We accept credit card (2.9% processing fee) or ACH (no processing fee).

- Child students: Tuition is processed at the beginning of each month for the current month.
- Adult students: Tuition is processed at the beginning of each month for lessons taken in the previous month.

Recitals

Regular performances are an important part of your child's music education. Recitals give students a tangible goal to work toward, building progress and confidence—skills that extend far beyond music. We offer recital opportunities approximately every two months, with the goal of each student performing at least twice a year, in a variety of settings that are always supportive and non-threatening. Children are encouraged to do their best, not to be perfect. Teachers will work with parents to decide when a student is ready to perform and which upcoming recital to work toward.

Recitals involve a number of costs, including venue rental, instrument maintenance, printed programs, reception refreshments, and ongoing administration. To help offset these, we charge a \$20 per-family recital fee, added to your regular invoice.

Communication

We send periodic newsletters and updates through My Music Staff email to keep you informed about upcoming recitals, events, and studio updates. To make sure these emails reach your inbox instead of your spam folder, please add the following addresses to your contacts:

Manager@MusicalChairsStudio.com
Play@MusicalChairsStudio.com

We also encourage families to follow us on Facebook and Instagram Social Media Pages to stay current with happenings at Musical Chairs. [Find us on Facebook](#) [Find us on Instagram](#)

Holidays

Musical Chairs observes these holidays and they have been removed from invoices.

- New Year's Eve and Day
 - President's Day
 - Memorial Day
 - 4th of July
 - Labor Day
 - Rosh Hashanah*
 - Yom Kippur*
 - Thanksgiving weekend
 - Christmas/Winter break, the studio closes for the week surrounding Christmas and New Year's, exact dates will be determined each year
- * Students are also encouraged to take one week of vacation during Spring Break
- * Please notify your instructor if you plan to miss lessons for these or other religious observances.

You can find more details about Musical Chairs Studio on our website under **Client Resources** or in your **Client Portal** under **Online Resources**. We encourage you to check back regularly and follow our social pages for the latest studio news and updates.

Earn a Referral Credit!

Refer a new student who signs up for Group or Private lessons, and you'll earn a 1-lesson credit toward your own Private Lessons or Group Classes. There's no limit to how many referrals you can earn credit for—thank you for spreading the word!



Tell a Friend

thank you!

Help us Grow



Quick Scan to leave a Google Review

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