



## Studio Manual Billing and Attendance Policy

Welcome to Musical Chairs Studio. The following manual was created to inform parents and teachers about studio practices, attendance policies and billing procedures designed to ensure the success of our students in their musical development. If you have any questions, please feel free to contact [Manager@MusicalChairsStudio.com](mailto:Manager@MusicalChairsStudio.com). You can access a copy of

this manual at any time in your Client Portal under Online Resources. A copy is also attached.

### Student Portal

Each student will be sent an email with access to their student portal. Here you will find your full lesson schedule and billing information. You will be asked to update your preferred method of payment for lessons. You can also use the portal for features like communicating with your teacher, canceling a lesson, scheduling a makeup or adding additional programming. For tutorials on how to use your Client Portal visit our shared [Resource Library Here](#).

### Attendance

Instructors set aside a dedicated time for each student. When they do this, it means you are committed to the lessons both time and cost wise. To ensure reasonable progress for our students, we require that students regularly attend their lessons.

### Cancellations

24 hour-notice is required for the lesson to be eligible for a make-up lesson. Your instructor will schedule this with you individually. A maximum of 3 student-generated make-ups are allowed in any 6 month period. Makeups expire after 6 months. If you opt to not have the make-up lesson, you are still responsible for the cost of that lesson. Musical Chairs does not offer credits for lessons. If cancellations are initiated by the instructor, makeups will be offered to students with their current teacher or any other Musical Chairs Instructor.

Adult Student cancellations prior to 24-hours before the lesson are not charged. Makeup lessons do not apply to Adult Students.

"No shows" and short notice cancellations are not eligible for make ups and will be charged for children and adult students. We do understand when the infrequent last-minute illness arises and will do our best to work with you. Please note that many of our instructors have very full schedules and make-up times may be limited. The best practice is to attend scheduled lessons regularly. Lessons that are canceled by teachers will be rescheduled at a mutually agreed upon day and time.

### Makeup Lessons

Musical Chairs offers many options for making up lessons. Time can be added to extend multiple regular lessons until the canceled lesson is made up. Additional lessons can be scheduled on a separate day or time. School days off are often ideal for this purpose and our studio space is available for this purpose. We also designate specific make-up days in early January and July to capture any additional lessons needed. Lessons should be made up within six months of the cancellation unless extenuating circumstances require an extension.

### **Enrollment Period**

Learning an instrument is not accomplished on a session by session activity. We encourage students to commit to lessons without an end date in sight. With that said, we do not require contracts and lessons can be stopped at any time. We appreciate notice of one month to enable time for us to fill the teacher's open spot and maintain their consistent income.

### **Invoicing**

Musical Chairs invoices on a monthly basis. Invoices are generated through the student portal and emailed at the beginning of each month to student families. Invoices and payments can be viewed anytime through your Student Portal.

### **Payment**

Students are required to add a preferred method of payment to their student portal. We accept payment via credit card (with a 2.9% credit card processing fee) or by ACH with no processing fee.

- Tuition for child students is processed at the beginning of the month for the current month.
- Tuition for adult students is processed at the beginning of the month for lessons taken in the month prior.

### **Recitals**

Regular performances are an important component of your child's music instruction. Recitals give students a tangible goal to help insure progress. Performances also build critical self-confidence skills that will carry your children through life. Musical Chairs offers recital opportunities about every 2 months. Our goal is for each student to perform at least twice a year. We offer them in a variety of settings and always with a non-threatening approach. Children are encouraged to do their best - not be perfect. Teachers will coordinate with parents to determine when students are performance ready and identify and upcoming recital they will work toward.

There are many costs associated with recitals including the facility, instrument maintenance, programs, food/beverages for the reception as well as on going student recital monitoring and administration. To help us recoup some of these costs, we charge a \$20 per family recital fee. This is added to your regular invoice.

### **Communication**

To keep students and parents informed about upcoming recitals, events and studio updates, we send periodic newsletters through Constant Contact. To avoid emails going to Spam and you missing this important studio information, please add the following emails to your email contact list

[Manager@MusicalChairsStudio.com](mailto:Manager@MusicalChairsStudio.com)

[Play@MusicalChairsStudio.com](mailto:Play@MusicalChairsStudio.com)

[LisaBorelli@MusicalChairsStudio.com](mailto:LisaBorelli@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.

\*Please notify your instructor if you plan to miss lessons for either of these religious observances.

\*\*Students are also encouraged to take one week of vacation during Spring Break and two weeks of vacation during the summer.

## **School Days Off**

Musical Chairs offers private lessons in several nearby schools as part of their after-school enrichment. In the interest of keeping student lessons consistent, we do not observe all school days off as holidays from lessons. Unless listed as a Holiday above, Musical Chairs will plan to offer lessons at our nearby studio on days when schools are closed. Teachers will coordinate this with student families directly. If families wish to reschedule their lessons, they may do so if cancelation is made within the cancelation policy period (24 hour notice).

Additional details about Musical Chairs Studio can be found on our website under Client Resources. Please visit our website often and subscribe to our Social Media sites for studio news updates.