



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

Studio Helper

Musical Chairs Studio uses StudioHelper.com as our online portal for students and teachers. Client invoice and payment information can be found there as well as student schedules and attendance records. Each client family will be given a unique username and password to access their account.

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. 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.

"No shows" and short notice cancellations are not eligible for make ups. However, 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 3-month basis. Students / families are welcome to pay by monthly installments if they wish. Payments for each month are due by the 10th of the month. The final payment for each session is due by the 10th day of the third billing month.

Invoices will be emailed to you at the beginning of each cycle (Sept , Dec, March and June). In the notes at the bottom of the invoice you'll find any special holidays that MCS will be closed, as well as any other important information pertaining to that invoice cycle.

Invoices are generated through Studio Helper and can be viewed at any time. Unfortunately the system does not allow payment through Studio Helper at this time. If you are set up for auto-pay through ACH or Credit Card, no action is required when you receive your invoice. It is for information purposes only.

Payment

Musical Chairs requires a credit card to be on file for all students regardless of payment option chosen. Please return the Credit Authorization Form to the office at Manager@musicalchairsstudio.com or have your teacher deliver it to us prior to starting lessons with Musical Chairs. You may also contact us to arrange a phone call to take the information.

Clients can choose any of the following payment methods:

- *Square ACH or Credit Card autopay* - the monthly portion of your 3-month invoice will automatically process on the 18th of each month.
 - A 3.5% processing fee will be charge for Credit Cards
 - ACH payments do not assess a fee.
- *Zelle or Venmo* are client initiated payment options and must be received by the 10th of each month or the credit card on file will be charged including the processing fee.
 - Zelle payments should be made to Play@MusicalChairsStudio.com and can be set up as a regular monthly payment.
 - Venmo payments made to Lisa-Borelli-1 with last 4 digits of 2306
- Client Bank ACH or Autopay - set up your own auto monthly payment through their bank to Musical Chairs. Please let us know if need assistance.

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.

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.

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 Hashana*
- 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.

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