

Vanessa Ott's Music Lesson APPP Attendance & Payment Policies & Procedures

Kailua Music School
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The music teachers at Kailua Music School (KMS) are independent contractors. They determine their own lesson fees and attendance policies. KMS charges a 1-time registration fee of \$25 for each family (waived for active military families). The school rents practice rooms to teachers, students, and local bands. Teachers must book time in advance, and pay KMS for a room reservation to conduct lessons at the school.

Music lessons are non-durable goods and services meaning they cannot be returned and sold again like a pair of pants. It's not like a hair appointment, either, in which a service provider can fill a space cancelled at least 24-hours in advance with other waiting clients. Lessons are akin to private school services where you pay the tuition whether you attend class or not. The best explanation of music lessons as non-returnable merchandise is in the essay on page 2:

Must Read

Make-Up Lessons From An Economist's Point Of View

Most professional music conservatories around the world keep your weekly lesson time available to you only if all lessons are paid in advance by month or term. Make-up lessons are rare to nonexistent. I prefer less rigidity by accommodating for planned absences, a family emergency, or student illnesses. Outside of lessons, it is your responsibility to stay healthy, eat healthy food, practice infectious disease prevention protocols, and keep your act together so that family emergencies rise to the level of rushing someone to the hospital, not a dead car battery. Part of my job as a music teacher is to educate my students about the music business. For your sake, know that any music school or teacher who offers make-up lessons and allows cancellations is extremely generous and unusual.

Payment

Pay the KMS registration fee with a \$25 check to **Kailua Music School**. Pay monthly lesson fees to **Vanessa Ott** with check, cash, or Apple Pay. You will receive an invoice via email at the beginning of the month for upcoming lessons. Payment is due at the first lesson of the month.

Student Absences

All absences must be discussed in person or over the phone. So we both have a written record of the verbal agreement, **schedule changes are confirmed only when the paying client** (parent or adult student) **sends a text message, and I return acknowledgement.**

Notify me of planned absences before the 1st of the month. Please don't expect me to redo an invoice if you forgot to notify me of an expected absence. If you have a contagious illness, you *must* stay home. If you cancel a lesson for illness or other reasons after that month's invoice has been issued, you will receive credit for the paid/missed lesson on the next month's invoice *provided I am able to cancel the room booking in time.* **It is imperative that you make voice contact with me** if an unplanned, absence arises. If I cannot cancel the room reservation in time, you will be charged the KMS booking fee (\$10/half hour + tax). No refunds are issued should you discontinue lessons after payment.

If you are absent more than two consecutive weeks, your lesson time is no longer guaranteed. If you frequently cancel lessons, your lesson time will be moved to the end of my work day. If you stretch the flexibility of my APPP to the breaking point, that is, if you cancel or change lesson times too frequently, I may ask you to find another teacher.

If you don't want to miss a week's lesson in the uncommon event an unavoidable absence arises, I'll do my best to schedule a make-up lesson. I'm in Kailua on **Sundays, Mondays, and Tuesdays.** Distance-Learning make-up lessons *may* be possible, but that depends on my availability, and the circumstances of the absence.

Maximizing Your Investment

Learning to play piano is a discipline that must be done **daily**. At least 30 minutes of focused practice each day will produce results (20 mins for young children). Youngsters progress more rapidly if parents attend lessons, and guide the child during home practice.

Make-Up Lessons From An Economist's Point Of View

by Vicky Barham

I'm a parent of children enrolled in Suzuki music lessons. I'd like to explain to other parents why I feel — quite strongly, actually — that it is unreasonable of parents to expect our teachers to make up lessons we miss, even if I know as well as they do just how expensive lessons are, and, equally importantly, how important that weekly contact is with the teacher to keeping practising ticking along smoothly. I think that it is natural for parents to share the point of view that students should have their missed lessons rescheduled, but if we were to 'walk a mile' in our teachers' shoes, we might change our minds about what it is reasonable for us to expect of our teachers.

Like many parents, I pay in advance for lessons each term. In my mind, what this means is that I have reserved a regular spot in the busy schedules of my sons' teachers. I understand — fully — that if I can't make it to the lesson one week (perhaps my son is sick, or we are away on holiday, or there is some other major event at school) then we will pay for the lesson, but that my teacher is under no obligation to find another spot for me that week, or to refund me for the untaught lesson. And this is the way it should be.

...In our everyday lives where we regularly pay in advance for goods or some service, and if we end up not using what we have purchased, we have to just 'swallow our losses'

In my 'other life' I am an economist and teach at our local university. Students pay good money to attend classes at the university; but if they don't come to my lecture on a Monday morning, then I am not going to turn around and deliver them a private tutorial on Tuesday afternoon. When I go to the supermarket and buy groceries, I may purchase something that doesn't get used. Days or months later, I end up throwing it out. I don't get a refund from the supermarket for the unused merchandise. If I sign my child up for swimming lessons at the local pool, and s/he refuses to return after the first lesson, I can't get my money back. So there are lots of situations in our everyday lives where we regularly pay in advance for goods or some service, and if we end up not using what we have purchased, we have to just 'swallow our losses'. On the other hand, if I purchase an item of clothing, and get home and change my mind, I can take it back and expect either a refund or a store credit.

So why do I believe that music lessons fall into the first category of 'non-returnable merchandise', rather than into the second case of 'exchange privileges unlimited'? Speaking now as an economist, I would claim that the reason is that items like clothing are 'durable goods' — meaning, they can be returned and then resold at the original price — whereas music lessons are non-durable goods — meaning, once my Monday slot at 3:30 is gone, my son's teacher can't turn around and sell it again. The only way she would be able to give him a lesson later in the week would be if she were to give up time that she had scheduled for her own private life; and that seems pretty unreasonable — I can't think of many employees who would be thrilled if their bosses were to announce that they couldn't work from 3:30 to 4:30 this afternoon, but would they please stay until 6:30 on Thursday, because there will be work for them then!

1. Piano teachers have the right to refuse to reschedule a class after a cancellation.
2. Financial compensation for missed lessons are at the discretion of the teacher.
3. Music lessons are non-durable goods, meaning they are non-refundable.
4. You have the right to a day off too!

...my eldest son will be missing three lessons because he is going to accompany me on a trip to New Zealand to visit his great-grandparents. I do not expect my son's teacher to refund me for those missed lessons, or to reschedule them

Many teachers hesitate to refuse our request to shift lesson times (because our busy schedules do change), because unless they keep parents happy, we will decide to take our child somewhere else for lessons (or to drop musical study), and they will lose part of their income. This is especially true in areas with lower average income, where it can be particularly difficult to find students. So rather than telling us that 'well, actually, the only time when I'm not teaching and that you can bring your son for a lesson is during the time I set aside each week to go for a long soul-cleansing walk, and I can't do that on Monday at 3:30 when you should have turned up', they agree to teach us at a time that really doesn't suit their schedule. Teachers who are 'nice' in this way often, in the long run, end up exhausted, and feeling exploited; they try to draw a line in the sand. However, too few parents ask to switch only when absolutely necessary, and too many parents want lesson times when it suits them this week, which is not the same time that suited last week. If the conflict arises because my child is in the school play, and they have their dress rehearsal during his lesson time, then I feel that I must choose between the two activities, and if he attends the dress rehearsal my private lesson teacher doesn't owe me anything.

During May, my eldest son will be missing three lessons because he is going to accompany me on a trip to New Zealand to visit his great-grandparents. I do not expect my son's teacher to refund me for those missed lessons, or to reschedule them by 'doubling up' lessons in the weeks before or after our departure. Since there will be lots of advanced notice, I might ask her to consider preparing a special 'practice tape' for that period, or to answer my questions via e-mail, but if she doesn't have the time (the second half of April is going to be really busy for her, and she wouldn't be able to do the tape until more or less the week we left) and so has to refuse, then that's fine. I certainly don't expect her to credit me with three make-up lessons; there is no way for her to find a student to fill a three-week hole in her schedule during our absence. Instead, I hope that she will enjoy the extra hour of rest during those three weeks, and that we will all feel renewed enthusiasm when we return to lessons at the end of the trip