



## Private Lesson Policies

### NEW Student Registration

A one-time registration fee of \$40 per family is assessed before lessons commence. The registration fee is required to secure the student's first lesson appointment. When beginning lessons, your lesson appointment can be reserved for a maximum of one month ahead, held with a registration fee. If you'd like to hold a lesson appointment for a future month, please pay tuition in advance. Lesson appointments may be held for up to one month for new students.

### Monthly Tuition

Monthly tuition rates are based on 30-minute lessons given once per week in accordance with The Harmony House's academic calendar, which averages four lessons per month. Monthly tuition is due by the first lesson of each month, payable in cash, or debit/credit (in store, by phone, online or via AutoPay). We do not accept AMEX. Tuition payments are considered late when received after the 15th of the month and a \$25 late fee is assessed. Tuition is the same each month (only prorated for the first month if beginning mid-month). Make up lessons are offered (please see "Make-up Lessons").

### AutoPay

Late tuition is avoidable through free AutoPay service. This free service ensures instructors are paid in a timely manner and avoids additional administrative expenses. To start, complete the AutoPay form in the store or through the website. AutoPay is deducted on or near the 1<sup>st</sup> of the month from your debit or credit card. Card information is kept secure and is not shared. There is a \$25 fee for declined cards. If you need to cancel your AutoPay for any reason, call us at 770-422-0022 to end your AutoPay 20th of the current month to end the subsequent month. AutoPay takes several days for admin and processing; no refunds are granted once it has been processed.

### Student Performance Opportunities

Students are encouraged to participate in at least two performance opportunities each year. Annual performance opportunities may include student recitals (December and May), NFMC Festival, and New Song Outreach. While some events are free, some carry a nominal participation fee to cover costs. Visit the calendar on our website for the dates associated with the above events.

### Accompanist

In preparation for an upcoming recital, students have the following options as it pertains to securing an accompanist for their vocal or instrumental solo: accompaniment track as used during private lessons; instructor as accompanist; or an in-house accompanist (as available) other than his or her instructor. To request an accompanist, the client should see Heidi Truitt at least four weeks prior to the event, provide the musical score and sign an agreement. HH will appoint an available and qualified accompanist, and connect both parties for a rehearsal. Student adjusts to accompanist's schedule as it pertains to the rehearsal; student will be expected to attend the in-house accompanist's recital. In line with our safe center policy, rehearsals occur at HH or at the recital venue. HH is not responsible to provide an accompanist with less than a four week notice or if musical score was not provided in that time frame. Parents must compensate HH for the accompanist's fee in the event the student does not participate in the recital as the professional has invested time in learning the score and has held the date. Festival, held

the first Saturday in February, does not allow the instructor in the same room with the adjudicator, thus instructor as accompanist does not apply in this situation.

### **Calendar/Holidays**

The Harmony House calendar (listed on the website: [www.theharmonyhouse.net/calendar-1](http://www.theharmonyhouse.net/calendar-1)) averages four lessons per month. No lessons or make-up lessons will be granted during center closings.

### **Monthly Commitment**

Instruction at The Harmony House involves a month-to-month commitment (no contract). Tuition reimbursements are not given for unused regular or make-up lessons within the current month. When discontinuing lessons, please notify instructor and center associate by the 20<sup>th</sup> of the month. Example: If relocating out of state in April, notify by March 20<sup>th</sup>. When discontinuing, the student should complete the month with his or her current instructor for proper closure. Once a new month has started, take lessons throughout the month, and pay tuition for that month. When discontinuing, the student should contact the center up to one month prior to desired re-start date to hold an available appointment. The existing appointment may be securely held by paying tuition for the anticipated month/s of absence.

### **Make-up Lessons**

When canceling a lesson, at least 24-hour notice to the instructor is required. Please communicate directly to the instructor via text, phone and/or email. Up to two make-up lessons per year are honored for the following reasons: illness, funeral, emergency, school performance or field trip. Lessons may be made up during a designated fall and spring make up dates (see current calendar for dates). Tuition must be current before makeup lessons will be honored. Tuition reimbursement is not granted for unused make-up lessons. Make-up lessons do not carry over from one year to the next. A missed make up lesson will not be honored with a reschedule. Instructors do not make up lessons for unexcused absences, and no credit will be given. Two consecutive “no shows” without communicating with your instructor may result in removal from the schedule without notice or refund of tuition. In lieu of an in person make up lesson, the following options are also available: a virtual makeup lesson or participation in one of the monthly worship services in a local retirement center. For those participating in Saturday recitals and/or Festival that occur during the same range of time as a lesson, no makeup lesson will be offered.

### **NFMC “Festival” Fees**

NFMC Festival is an optional event that many Harmony House students opt to participate in on the first Saturday of February. There are no refunds for Festival Fees due to non-reimbursable national, state, local fees, teacher membership fees, and cost of adjudication (the time is held by judges for one year). Make ups will be offered at a nominal fee in another festival site in the month of February for illness and emergency only.

### **Instructor Leave**

In the event of an instructor’s extended absence (two or more weeks) for illness, vacation, or bereavement, instructor will communicate regarding the plan for make-up lesson(s) or substitute teacher. If an instructor does not make arrangements prior to leave, The Harmony House will offer the following options: lesson credit into the subsequent month; substitute teacher; and/or commitment that instructor will perform make up lessons upon his or her return. Tuition will roll to the subsequent month; instructor will be paid once all make ups have been honored.

### **Punctuality**

Students should arrive 5-10 minutes prior to their lesson and wait quietly in the waiting area. To honor the commitments of our instructors and their students/families, each lesson begins on time and ends on

time. Time extensions will not be honored nor make-up lessons granted for students who are late.

### **Student Transition**

The instructor reserves the right to discontinue lessons for any reason, including (but not limited to) when a student is repeatedly unprepared for lessons. A student may be transitioned to another instructor, with the anticipation that a fresh start and a different approach will encourage preparedness. If you desire your student to transition to another instructor, please notify Heidi (heidi@theharmonyhouse.net) to request a transfer.

### **Parent/Student Commitment to Instructor**

4 P's: Practice, punctual, prepared (instrument, books, assignment book, etc.) and participate (optional, but encouraged) in recitals, and events. Maintain ongoing communication with instructor. Stay current with tuition.

### **Practice Time for Musical Growth**

Proper preparation includes practice time. Reasonable expectations: Beginner: 15-20 minutes per day, 6 days per week, Intermediate: 30-40 minutes per day, 6 days per week, Advanced: 45-60 minutes per day, 6 days per week.

### **Requirements for Musical Growth**

A quality instrument, well-tuned and maintained. Piano/keyboard with full-size keys, with weighted keys and sustain pedal. A metronome, for keeping even time while playing. An assignment log (available in our store), to be checked off/signed. A music bag to contain all needed materials (books, assignment booklet, pencils). A folding music stand for home practice of guitar, band, and orchestra instruments. A room with proper lighting that is free from distractions during practice times. A timer (practice daily, at the same time of day and for the same length of time).

### **Student Safety**

Lesson studios have an open-door policy. Be sure your child has connected with the instructor before the lesson (do not drop off). The Harmony House staff cannot be held responsible for your child outside their lesson time, so please pick them up promptly following their lesson. All children in waiting areas should be under parental supervision, as we cannot be held responsible for injuries or damages on our premises. If student is not picked up within five minutes of closing, the parent will be assessed a \$60 late fee as both the associate and instructor must stay with student until parent arrives. The "two adult rule" applies at all times – during and after business hours.

### **Studios**

Studio assignments may change at any time, usually at the change of semester to accommodate teacher schedules.

### **Thank You!**

The Harmony House directors and staff would like to thank you for giving us the opportunity to encourage your child musically. Our prayer is that God will bless your child's talents and that his/her gifts will bring honor and glory to Him, both now and in the future.

**Owner/Director: Heidi Truitt • heidi@theharmonyhouse.net • (770) 422-0022 ©**

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