



## Private Lesson Policies

### **NEW Student Registration**

A one-time nonrefundable registration fee of \$35 per family is assessed before lessons commence. The registration fee accompanied with a completed and signed enrollment form secures the student's ongoing lesson appointment. When beginning lessons, your lesson appointment can be reserved for a maximum of one month ahead, held with a nonrefundable deposit of your first month's tuition. Without this deposit, you risk losing your lesson slot to another student.

### **Monthly Even-Pay Tuition**

Monthly even-pay tuition rates are based on a 30-minute lesson given once per week in accordance with the instructors' academic calendar, which averages four lessons per month. Even-payment rates are figured by dividing the instructors' school-year tuition into equal monthly payments based on the 2-semester academic year (July-December and January-June). Monthly even-pay tuition is due by the first lesson of each month, payable in cash, or credit/debit (in store, by phone, or via AutoPay). Tuition payments are considered late when received after the 15th of the month and a \$15 late fee is assessed. This fee is to help ensure instructors are paid in a timely manner and to avoid additional administrative expenses. Tuition is the same each month and is not prorated under any circumstances; however, we will offer makeup lessons if need be (see "Make-up Lessons" section).

### **Student Performance Opportunities**

In a non-COVID year, students are encouraged to participate in at least two performance opportunities each year. Annual performance opportunities may include Sundaes on Saturday, Scale-A-Thon, student recitals (in December and May), Festival, Conservatory/Gold Cup Recital, Big Shanty Festival, Friday Night Kickback, and Chapel. While some events are free, some carry a nominal participation fee to cover costs. This year, we're hosting 2 "drive-in" recitals and Festival; students are not required but encouraged to participate. Teachers can offer their own in-person or Zoom recitals as well at their discretion. Please see the Calendar/Events tab on our website for the dates associated with the above events.

### **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. Studio assignments may change over time, usually due to lengths of teaching blocks of our instructors or changing needs of our instructors and students. If, for any reason, you decide to discontinue lessons, please offer the instructor and student the opportunity to have "closure" and to say goodbye. Students and instructors often form a tight emotional connection, so closure is important. There is no reimbursement for unused lessons in the month of termination, therefore it is recommended that the student complete the month with his or her current instructor and transition in the subsequent month.

### **Instructor's Schedule/Holidays**

Private instructors establish their own schedule and calendar of teaching dates, averaging four lessons a month. Please check with your instructor or in our store for their schedule. No lessons or make-up lessons will be granted during the holidays that The Harmony House is closed, as listed on our website: [www.theharmonyhouse.net](http://www.theharmonyhouse.net).

### **Schedule Conflicts/Make-up Lessons**

Please give the instructor a 24-hour notice when canceling a lesson by calling, texting, or emailing them directly; this is considered an "excused absence." Two make-up lessons per semester are honored for the following reasons: illness, funeral, emergency, or school performance/open house. Lessons may be made up during a time that is agreeable to both parties; two 45-minute lessons or one 60-minute lesson will be granted to make up for an absence. Tuition must be current before makeup lessons will be honored. No tuition reimbursement is granted for unused make-up lessons. Make-up lessons do not carry over from one semester to the next. A "no show" is considered an unexcused absence. No make-up lesson will be offered, and no credit is given for unexcused absences. Two consecutive "no shows" without communicating with your instructor may result in removal from the schedule without notice or refund of tuition. No make-up lesson will be offered for a holiday (when The Harmony House is closed) and/or when the instructor has indicated the date is a holiday (see their academic calendar). As the instructors handle

their own teaching and make-up schedules, please consult your instructor's calendar and consult directly regarding the need for a make-up lesson. In the event of an instructor extended absence (two or more weeks) for illness, vacation, or bereavement, instructor will communicate regarding the plan for make-up lessons. If there is no communication prior to leave, the following options will be offered: 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.

### **Punctuality**

To be fair to the time commitments of our instructors and their students/families, each lesson begins on time and ends on time. No extensions will be given, or make-up lessons granted for students who are late for their lesson or group class.

### **Tuition Payments**

To retain studio space/instructor, please sign up for auto pay, or activate 24-7-365 Pay Pal off our website: [theharmonyhouse.net](http://theharmonyhouse.net). Tuition is also payable 43 hours/week in-person and over the phone at 770-422-0022 during our normal business hours. An invoice with late fee is emailed to all who have not paid by the 14<sup>th</sup> of the month. A lapse in your monthly tuition payment forfeits your lesson time from being held for you. Thus, your lesson time will be opened for another student on an ongoing basis. Please make plans to continue making your monthly payment(s) if you wish to take a break from lessons and still have your lesson time held for you upon your return. The studio and instructor may be released for another family if/when tuition has not been paid by the 21<sup>st</sup> of the month.

### **AutoPay**

An AutoPay option is available at no additional charge by simply filling out the AutoPay form in the store or on the website. AutoPays are deducted on the first of the month from the credit or debit card you specify. Card information is kept secure and is not shared. There is a \$15 nonprocessing fee for cards that are declined for payment (after collections has reached out to the client). If you need to cancel your AutoPay for any reason, call us at 770-422-0022 to end your AutoPay by the 27<sup>th</sup> of the month.

### **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. A change over time, usually due to lengths of teaching blocks of our instructors or changing needs of our instructors and students. If, for any reason, you or your child would like to transition to another instructor, please notify Heidi ([heidi@theharmonyhouse.net](mailto:heidi@theharmonyhouse.net)) to request a transfer.

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

A professional lesson experience will be offered so the student may reach his/her potential. Regular weekly lessons will be provided during pre-scheduled times. A 24-hour notice will be given in the event s/he cannot teach.

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

Attend weekly lessons, prepared for additional learning. Arrive on time and pack up promptly following the lesson. Bring proper materials (instrument, books, assignment book, pencils, etc.). Pay monthly tuition by the 15<sup>th</sup> of each month; pay late fee if paying late. Give 24-hour notice of cancellation, except in the case of serious illness or other emergency. Practice and prepare for lessons, recitals, and events.

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

Proper preparation includes practice time. Reasonable expectations are:

Beginner: 15-20 minutes per day, 6 days per week (10-15 minutes daily if under age of 6), Intermediate: 30-40 minutes per day, 6 days per week, and 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 touch-sensitive or “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 (i.e.,TV) during practice times. A timer (practice daily, at the same time of day and for the same length of time).

### **Student Safety**

To ensure children are safe at all times, parents are encouraged to remain on site during the lesson (mandatory if child is age 9 or younger). 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. Siblings should be under parental supervision at all times, as we cannot be held responsible for injuries or damages on our premises. To further ensure student safety, parents are welcome in the studios during your student’s lessons.

### **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 be used by God to bring honor and glory to Himself, both now and in the future.

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

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