

Musical Journeys Academy, LLC
INDIVIDUAL LESSONS (PIANO AND VOICE) POLICY
2025-2026 academic year

TRIAL LESSONS

All trial lessons should be taken before the semester starts. That will ensure each student has enough time to prepare for the concerts. If the student comes in the middle of a year he will be accepted based on the teacher's time availability, and in some cases may get on a waiting list.

The trial lesson that is booked must be paid. Free meet and greet consultations are offered only to 5-6 year olds who never had piano lessons before. The teacher will meet with a child and a family to see if the prospective student is ready and mature enough to start individual piano lessons. Individual voice lessons are offered for children 8 years old and up. Those who never sang before also need to receive a permission to take individual lessons. In some cases group singing lessons or choir will be recommended for a start.

It is highly recommended that beginners take group piano and group singing lessons, or enroll into our summer or winter camps during the vacations to try out the instrumental and voice lessons so that by beginning of a year the student knows what she/he wants.

REGISTRATION AND ONBOARDING PROCESS

- The student must be registered and enrolled into MyMusicStaff program.
- As a next step the family will receive a welcoming letter (e-mail) with detailed information about the studio academic year, and a permission to start lessons along with a date start to confirm that they are on a schedule.
- No the same day registrations and lessons. Your teacher needs to know you are coming at least the day before your first lesson. The studio director must receive your electronically signed policy
- ❖ Attention divorced parents:
- ❖ The studio requires only one legal guardian to complete the registration process and sign the waiver for a student's participation, provided they have the authority to do so. The registering parent/guardian assumes full responsibility for adhering to studio policies, including communication, payments, and scheduling. In cases of shared custody or co-parenting arrangements, it is the responsibility of the registering parent to ensure that all necessary information is relayed to the other caregiver(s).
- ❖ Unless a legal directive or court order explicitly requires dual consent for enrollment and communications, the studio will proceed with standard registration through a single guardian. Any requests for modifications to communication or responsibility must be discussed and arranged separately through legal documentation.

ACADEMIC YEAR

The academic year runs from the start of lessons after the Labor day through the middle of June and includes 39 weeks excluding Winter and April vacation weeks.

The school year will be split into two semesters: September ^{3rd}-January 31st (20 weeks) and February 1st - June 17th (18 weeks). The **two last** weeks of June can be used for two make ups from the second semester.

Each student who is enrolled in the studio must finish both semesters. The studio holds the students' place in a class and a teacher's schedule. Therefore, if the family goes on vacation before the end of a semester, the family is still responsible for the tuition. One makeup can be offered during the summer if the student leaves at the beginning of June and, because of that, misses her/his lessons.

Each semester will conclude with a concert performance in which every student will have to participate.

Summer lessons are optional but highly encouraged and scheduled by each family at the end of the school year.

SCHEDULING

If a family wants to keep the same day/time next school year, they must let us know at the end of the Spring semester (by June 14th). Registration for returning students ends on August 20th and opens for new students if there are open spots.

The schedule is open for everyone to see on My Music Staff. We try to accommodate everyone's preferences, however, asking to be flexible and open to small adjustments.

VACATIONS

Studio is closed on:

- Thanksgiving break
- Winter Christmas/New Year break (following public school vacation)
- April break (following public school vacation)
- Memorial weekend

Studio is open on:

- Columbus weekend
- Roshashana and Yom Kipur (if your family is celebrating, give us a note, and we will schedule a make-up, or change the time)
- February vacation (optional and by agreement with a teacher).

PAYMENT OPTIONS:

Families will be receiving monthly invoices through MyMusicStaff software program and will be able to pay online with credit cards. All classes must be prepaid. Invoices will be sent out on the 1st day of every month, a reminder will follow if not paid in two weeks.

Payment Terms:

- Invoices are issued monthly and are due by the **15th of each month**.
- A **\$25 late fee** will be applied to any invoice not paid by the due date.
- If a balance remains unpaid after the semester has ended, a **\$100 administrative fee** will be added to the outstanding amount.

Timely payment ensures continued scheduling of lessons and supports smooth administration. Please reach out if you anticipate any issues with payment deadlines.

There is a \$70 yearly registration fee that helps to defray the costs of renting concert halls twice a year, prizes, piano tuning and maintenance, printer, music books, and materials. If the student joins later in the year, their tuition will be prorated accordingly. The registration fee will be prorated if a student joins after January.

REFUNDS:

Tuition credits or refunds are not offered when students miss multiple lessons due to illness, scheduling conflicts, or other reasons. The studio offers two make-ups at the end of each semester. If the student misses more than two lessons per semester, it is still the responsibility of the family to pay for her/his place in a class, be that piano/voice or choral lessons. There will be two Sundays scheduled near the concerts so students could use them as make up classes.

If the concert will not be given due to the pandemic or other unforeseen circumstances, the part of the fee (\$20) that goes towards the concert hall rent and a present will be returned at the end of the year.

CANCELING LESSONS:

If a lesson needs to be cancelled, parents may notify the teacher or studio director via email or text message. We kindly ask that you provide as much advance notice as possible.

Same-day cancellations are still subject to payment. In certain cases, the teacher may offer a make-up lesson at their discretion, depending on the reason for the cancellation.

Requests to reschedule a lesson on the same day are considered cancellations unless confirmed in advance by the teacher. If a rescheduled lesson is later cancelled, it will still be subject to the same-day cancellation policy and payment will be required. Make-up lessons are not guaranteed and are granted at the teacher's discretion.

MAKE-UP LESSONS:

Two make-up lessons can be taken per semester. We will use Sundays closer to the concert for those make-ups.

Lessons that are missed without prior notification to the teacher will not be made up. If a student simply does not show up, this lesson is still billed. If the student does not accept multiple offers of make-up lessons, it is still the family's responsibility to pay for the lesson.

Any lesson that is cancelled by the teacher will be made up by a teacher or studio director. Alternatively, the prerecorded music theory lessons can be sent specifically to cover the area the student needs. A group music theory lesson can be organized as well. In case of inclement weather or teacher's sickness the lessons can be conducted via Zoom or Skype.

Makeups may not be used for summer sessions. All makeups must be used by February 1st for the first semester and by June 30th by the second semester. **Makeups are not transferable to the summer session or next semester.**

PROMPTNESS

It is very important that students are prepared to enter the lesson room on time so that we may use all the time that is reserved. Please do not wait in the hall, the teacher will not be coming out of the room to look for students. If the student is late, they will receive only the amount of time remaining, as the next lesson is scheduled right after them, unless a teacher has time and can offer to lengthen the time slot.

MISSED LESSONS AND CONCERTS

WHEN THERE IS A PATTERN OF NON-PARTICIPATION IN PIANO/VOICE LESSONS AND EVENTS, THE STUDENT WILL BE DISMISSED FROM THE STUDIO.

The lessons must be consistent to ensure the success of a student; the concert participation is equally important as a student practices his own performance skills, listens to peers and learns the concert hall's etiquette.

STUDIO BEHAVIOR AND ETIQUETTE

Our studio is committed to fostering a positive, supportive, and professional environment for all students, families, and instructors. We expect respectful communication and cooperation from both students and their caregivers to ensure a constructive learning experience.

Any form of hostility, harassment, excessive demands, or disrespectful behavior—whether directed at instructors, staff, or other families—will not be tolerated. If a parent or student engages in conduct that disrupts the learning environment, disregards studio policies, or creates an unprofessional atmosphere, the studio reserves the right to dismiss the student and terminate their enrollment. Such decisions will be made at the sole discretion of the studio director to protect the integrity of our learning community.

NOTE TO PIANO STUDENTS' PARENTS: Students whose parents show an interest in their piano studies regularly progress faster than those whose parents are not involved. Ask to hear your child's assignment often. There is no need to offer criticism or pressure. Simply listening with interest is extremely helpful. Do not expect your child to love practicing. There is a certain amount of discipline involved in developing and practicing habits. Piano study is a lengthy endeavor, and supportive listening and frequent interest are the best help a parent can offer. Parents are expected to provide their child with an adequate instrument on which to practice between lessons. Parents of the beginners are encouraged to be present at the lessons so they can help young kids study at home. It is best to stay at the lesson for observation, as your teacher does not have time to go over the entire lesson and explain everything to the parent after the lesson is over. Short video recording from the lessons can be very helpful too.

DROPPING OFF, PICKING UP, SITTING IN, CELL PHONES & TEXTING DROPPING OFF & PICKING UP:

Students should be dropped off for their lessons no earlier than ten minutes prior to their reserved times and picked up at the conclusion of their lessons. Early arrivals should wait in the entryway, supervised. When a student arrives late for a lesson, the pick-up time should be kept on schedule, unless the teachers' schedule permits to finish with this student later. **NOTE:** If a student does not emerge from his or her lesson at the appointed time, additional instruction is being given. If this situation poses a problem, and you must leave immediately for another activity please notify the teacher at the beginning of the lesson that the student must not be detained.

Students should bring ALL current music books and their assignment book to EVERY lesson. Binders are recommended for printed pages so all the music is neatly kept and ready to use. Music bag for piano books and binders is recommended.

SITTING IN

Please respect the studio as a place of learning by following these guidelines:

- Turn off or silence cell phone.
- Do not speak on the phone in the studio, if you need to speak please go outside or into the entryway and speak softly.
- **Do not bring food or drink into the room** except water bottles. Absolutely no juice, colored drinks, snacks with fat and cream and the like. **Only plain water.**

PERSONAL HYGEINE

During the late Fall and Winter please have your child wear indoor shoes (or clean socks) in the studio and leave their jackets and boots in the entry hall. The sleeves of the tops and jackets worn while playing piano must be dry and clean. Your piano teacher contacts with students' hands very often to insure the correct position.

HEALTH

Please do not bring a child who is sick with cough, nasal discharge, sore throat or fever. Contact a teacher to ask for a make up at the end of a semester or Zoom/Skype lesson instead. Studio reserves right to check temperature of each student with no contact thermometer. If the temperate will be higher than normal the student will be dismissed and the parent must pick him/her up.

Students will be always asked to use sanitizer or wash their hands before sitting at the piano.

MUSIC BOOKS, SHEET MUSIC, MUSIC DOWNLOADS

Parents are responsible for acquiring piano books, sheet music, or music downloads when requested, or for paying for invoiced purchases made by the teacher on behalf of the student.

I HAVE READ AND AGREE TO THE TERMS OF THE CURRENT STUDIO POLICY STATEMENT

Parent/Guardian name _____

Date _____