



NEIGHBORHOOD MUSIC STANLEY

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720-378-3668
info@neighborhoodmusicstanley.com

STUDIO POLICIES 2025



*Policies that are new or have been modified
from 2024 are marked with a star!*

QUICK REFERENCE

Contact Info



Info@NeighborhoodMusicStanley.com



720.378.3668



opus1.io

Cancellations

Must be done through the scheduling desk,
not your teacher

24 hours notice is required for makeup

Cancel online, via email, or by phone or
text

Billing

Recurring lessons billed around the
25th of the month

A la carte lessons must be purchased in
advance of booking



Makeups



Expire one year from issue.

Can be scheduled for anyone in the household for any instrument with any teacher

STUDIO CLOSURES

Scheduled holiday closures are already accounted for in your tuition price - this means you don't have to worry about making them up! We do not prorate/credit tuition for these closures.

New Years - Wednesday January 1st-Friday January 3rd

- **Wednesday January 1st: Closed**
- **Thursday January 2nd: Closed**
- **Friday January 3rd: Closed**

Memorial Day - Sunday May 25th-Tuesday May 27th

- **Sunday May 25th: Closed**
- **Monday May 26th: Closed**
- *Tuesday May 27th: Optional Makeup Day*

Juneteenth - Thursday June 19th

- **Thursday June 19th: Closed**

July 4th - Thursday July 3rd-Sunday July 6th

- *Thursday July 3rd: Optional Makeup Day*
- **Friday July 4th: Closed**
- **Sunday July 6th: Closed**

Labor Day - Sunday August 31st-Wednesday September 3rd

- **Sunday August 31st: Closed**
- **Monday September 1st: Closed**
- **Tuesday September 2nd: Closed**
- *Wednesday September 3rd: Optional Makeup Day*

Halloween - Friday October 31st

- **Friday October 31st: Closed**

Thanksgiving - Monday November 24th-Friday November 28th

- *Monday November 24th: Optional Makeup Day*
- *Tuesday November 25th: Optional Makeup Day*
- **Wednesday November 26th: Closed**
- **Thursday November 27th: Closed**
- **Friday November 28th: Closed**

Winter Break - Sunday December 21st-Friday January 2nd

- *Sunday December 21st: Optional Makeup Day*
- *Monday December 22nd: Optional Makeup Day*
- **Tuesday December 24th-Friday January 2nd: Closed**

Our calendar
doesn't always
match with school
closures - make
sure to double
check!



STUDIO CLOSURES

Makeup Days

- The studio is scheduled to be open for 47 lessons in 2025
 - 47 Mondays, 47 Tuesdays, etc.
- In addition to our normally scheduled lesson days, we will be offering a handful of optional makeup days throughout the year.
- **Not all teachers will offer makeups on these optional days.** You will be able to view timeslots in Opus about a week in advance.
 - Your makeup lessons can be scheduled with *any* teacher, however, so feel free to schedule a makeup with a different teacher on a makeup day!
- Makeup days are scheduled for days we would otherwise be closed, so you won't have a lesson unless you schedule a makeup!
 - *For example, if your normal recurring lesson falls on a Wednesday, you will not have a lesson on September 3rd unless you schedule a makeup*



Snow Days

- We usually average one snow day per year. If we have to close due to inclement weather:
 - We will notify you **via email** the morning of!
 - We will issue a makeup to your account for the cancelled lesson. All makeups are now good for **one year** from date of issue. We no longer issue monetary credits.

2024 STUDIO CALENDAR

We do our best to ensure that our studio calendar is easy to find!

- Our studio calendar is:
 - Sent out via email at the beginning of each year
 - Linked in our email signature
 - Available on our website
 - Reflected in our business hours on Google
 - Can be emailed upon request
- We will send reminder emails about studio closures as we near them, usually the week or so before.
- You also will receive automated emails reminding you of scheduled lessons.

Make sure to double check our calendar when making your travel plans. Because our students attend schools all over the metro area, our closures may not always line up with school closures!

Ultimately, it is your responsibility to contact the studio if you are going to miss a lesson. We require 24 hours notice in order to issue a makeup lesson to your account.

COMMUNICATIONS

Email

We communicate extensively *via email*. Here's some tips to make sure you receive our communications:

- Make sure the email address we have on file for you is one you check regularly!
- Older servers like hotmail and yahoo can be a bit...fussy. If you have a more modern address (gmail or later), that's usually a better bet!
 - If you are using hotmail, make sure to add us to your safe senders list!
- For gmail, our emails will sometimes go to the Promotions folder. You can ensure you see our emails by using filters and labels!

Phone/Text

We recommend saving our office line in your contacts! **720.378.3668**

- You may receive a message from our extension line occasionally, but your best bet to reach us is always going to be **720.378.3668**

Opus 1

- Opus is the scheduling software we use at Neighborhood Music
- In the online portal, you can cancel a lesson, schedule a makeup, update billing information, view your schedule, and more!
- Please see our Parent's Guide to Opus (on our website under About > Student Resources) for more information

If we have to cancel a lesson:

In the event that a teacher is out of the studio (or if we have an unexpected closure, which is rare), we will reach out to let you know!

- For planned teacher absences: We will send you an email about five days before the planned absence. You will also receive an automated email from our system (usually two days before the planned absence).
- For same-day cancellations: If your teacher is out sick, for example, you will receive an email from the system cancellation as well as a text message to the phone number on file alerting you of the change.

CANCELLATIONS

Lesson Cancellations

- If you are unable to attend a scheduled lesson, please let us know as soon as possible.
- We require 24 hours notice in order to issue a makeup to your account.
 - **Without 24 hours notice**, the lesson is considered a no-show and cannot be rescheduled, as we pay our teachers for same-day cancellations in order to protect their income in an industry where income can be inconsistent.



Same-Day Cancellations

We understand that sometimes it isn't possible to give 24-hours notice for cancellations - students wake up sick, cars break down, life happens!

We try to be as flexible as possible while still making sure our teachers are taken care of. *Please keep in mind that our teachers are paid per lesson. We pay them for same-day cancellations to help protect their income in an industry where income can be inconsistent.*

- If students are feeling well enough, they are welcome to take a virtual lesson at their scheduled time with their scheduled teacher.


Ultimately, you are paying for a *timeslot* with your teacher. If you cannot make it for your regular timeslot, we will do our best to help you reschedule, but we cannot guarantee that your teacher will have other availability.

CANCELLATIONS

Teacher Absences

A lot of our teachers are professional musicians! This provides a really unique perspective for our students, especially those who might want to continue with music as a career. This also means that sometimes our teacher's gig schedules conflict with their lesson schedules. We will always alert you of conflicts with as much notice as possible.

In the event of a teacher absence:

- If a substitute teacher is available at the same time, we will automatically sub your student and let you know. *We recommend taking lessons with substitutes when available! It's a good opportunity for students to get a different perspective.*
 - If you would prefer to reschedule with your regular lesson teacher, we can issue a makeup to your account instead by request. **If we do not receive word from you *before* the lesson start time, we cannot reschedule the lesson. It will be considered a no-show.**
-  If a substitute teacher is **not** available, we will automatically issue you a makeup.
 - All makeups are now good for **one year** from date of issue!
 - **Credits** - beginning in January 2025, we will **no longer be issuing monetary credits for cancelled lessons.** All makeups are now good for a full year from the date of issue and can be used by anyone in the household for any instrument with any teacher.

CANCELLATIONS

Subscription Cancellations:

- To cancel your subscription and end your recurring lessons, please email us with the date you'd like to cancel.
 - To avoid being billed for another month's lessons, we must receive notification of cancellation by the 20th of the month.
 - Once your card is charged for the next month's lessons, we cannot issue a refund.
 - Any prepaid lessons remaining are subject to our normal makeup policy.

MAKEUPS

If you are unable to attend your regular lesson, please let us know as soon as you can. If we receive at least 24 hours notice, we will issue a makeup to your account.

- Makeups can be used by anyone in the household for any instrument with any teacher, pending availability
- Makeups are good for one year from the date of issue. We will not extend the expiration date.
- Makeups can be scheduled up to two weeks in advance.
- Makeup lessons cannot be used to prorate tuition. They must be scheduled outside of a student's normal recurring lesson time.

It is the responsibility of the student to reschedule their makeups before they expire. We cannot guarantee that a teacher will have availability for makeups. *However*, we will do our best to help you get them scheduled!

- We send out a weekly email with open makeup times to every enrolled student.
- Some teachers will be offering dedicated makeup time after we close for the day (from 8pm-8:30pm on Mondays-Thursdays and from 7pm-8pm on Fridays)
- We will be offering some **group makeups** beginning in 2025 as well. Keep an eye on your email for more information!
- You will receive an automated email when your makeups are about to expire.

Ultimately, you are paying for a *timeslot* with your teacher. If you cannot make it for your regular timeslot, we will do our best to help you reschedule, but we cannot guarantee that your teacher will have other availability.

BILLING

- Recurring lesson tuition is billed at a flat rate every month. Scheduled studio closures (holidays) are already built into the tuition rate. No makeups or credits are issued for those closures.
 - We decide our yearly holiday closures to ensure that no matter what day of the week your lesson is, we'll be open the same number of days! For 2025, we are open for 47 lessons (47 Mondays, 78 Tuesdays, etc.).
- Recurring tuition is due on the 1st of the month and is ***auto-billed to the card on file four days before the 1st*** (e.g. December tuition will be billed on or around November 27th)
- A **late fee of \$25** is automatically added to the account if tuition is not paid by the **10th of the month**.
- We do not prorate tuition except for when a student begins their lessons in the middle of the month. The full flat rate will be billed for every month after the first month.
- To cancel your subscription and end your recurring lessons, please email us with the date you'd like to cancel.
 - To avoid being billed for another month's lessons, we must receive notification of cancellation **by the 20th of the month**.
 - Once your card is charged for the next month's lessons, **we cannot issue a refund**.
 - Any prepaid lessons remaining are subject to our normal makeup policy.



Sibling Discount: We offer a 10% discount for siblings taking lessons! Your first contract will be full price; additional contracts will receive the discount. *Note: this is new for 2025! We have applied this automatically to returning students' accounts beginning with February 2025 tuition!*

RECITALS

- Neighborhood Music offers performance opportunities in the form of recitals in the spring and the fall!
- The 2025 recital fee is \$15 per student. This helps us pay for venue rental and for our teachers' time.
- Our recitals are a mix of beginners and advanced students. This gives our beginner students a chance to see more advanced students in action and it creates a nice varied program for our audiences!
- Students of all ages and abilities are welcome to sign up if they are Recital Ready.
 - A student at Neighborhood is Recital Ready if:
 - i. They feel *confident* and *prepared*
 - ii. They can play their piece without assistance
 - *Stage fright happens, and it's ok if a student needs a little help day-of! But they should be able to get through the piece largely on their own in lessons and when practicing at home.*

If you are interested in recitals, **talk to your teachers before signing up.**
It is a common misconception that just because a student is in lessons, they always have something performance ready - this is rarely the case! If a teacher doesn't know a student wants to perform, they can't help them prepare. Have this conversation early and often!

Recital Venue:

Eisenhower Chapel
293 Roslyn St, Denver, CO
80230

RECITALS, CONT'D

Registration:

Registration for recitals opens about six weeks before the recital date.

Students should be working on a piece before registration opens; this just prevents people from signing up too early and having to drop later because of other commitments.

Registration closes the Wednesday two weeks before the recital date. This allows us time to get programs finalized and printed. Any change requests (different day/time) or timing requests (needing to go earlier/later in the program because of other commitments) must be submitted by the registration closing date in order to be considered. *We cannot guarantee that we will be able to accommodate your request, but we will do our best!*

Registration is done by Google Form. **You must submit a form in order to register or waitlist for the recital.**

- The Google form will be sent out at 8am the morning that registration opens
- Students who were waitlisted for the previous recital are given priority registration and will receive the form two days early
- In the form, you will be asked to select **your preferred time AND any other time you can make.** We do our best to ensure that everyone gets their preferred time, but you may be placed in a secondary choice.
- Final confirmation of recital time will be sent out via email on the Monday after registration closes.

2025 Recital Dates

Spring

March 8th

Fall

October 11th

- *Registration opens January 24th*
- *Last day to register: February 19th*
- *Recital times confirmed: February 24th*

- *Registration opens August 22nd*
- *Last day to register: September 24th*
- *Recital times confirmed: September 29th*

We have other performance opportunities throughout the year (summer showcases, student ensembles, open mics, etc!)

LESSONS WAITLIST

Our new scheduling software Opus has a waitlist function!

We can waitlist a student for:

- A new recurring time with their current teacher
- A new recurring time with any teacher
- A new recurring time for their current instrument
- A new recurring time for a new instrument
- A makeup time with their current teacher
- A makeup time with any teacher

To get on the waitlist, please email us with the following information:

- What you are looking for (new recurring time? new teacher? makeup times?)
- What days work best or don't work for your schedule
- The *earliest* time you could make it to the studio reliably
- The *latest* time you would want the lesson to *start*

Our scheduling software will *automatically send an email* to the address on file to let you know a spot has opened up! In order to make sure you receive these emails, add info@neighborhoodmusicstanley.com to your contacts/safe senders lists and/or create a label for us in Gmail.

The Fine Print

- A waitlist notification *does not guarantee* a spot. Spots are available first come, first served. Respond quickly for your best chance at getting the spot you want.
- Waitlist entries older than three months will be periodically purged.
- You will receive an automated email if a spot meeting your criteria opens up. Please also feel free to check in with our scheduling staff periodically!