



The Music Room

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The Music Room 2022-23 Policy Guide

Welcome to The Music Room! We are thrilled to have you as part of our community. We look forward to helping you achieve your musical goals in 2022-23 and beyond. This guide sets out expectations and policies for our students and families, and will serve as a reference should you have any questions as the year progresses. Please know that we are always happy to speak with you in greater detail about these policies: call us at 847-934-5440 or email us at info@the-music-room.net.

1. Studio Policies

SUPPLIES AND BEHAVIOR

We love it when our students come to lessons prepared with the following:

- Music books and assignment notebook/manuscript paper.
- Instrument
- Water bottle if needed
- Recording device (applies mostly to voice students)

We appreciate when our students:

- Practice regularly
- Reflect and share their musical experiences with their teachers
- Are positive and open-minded about new ideas and experiences

STUDENT MENTAL AND PHYSICAL HEALTH REQUEST:

We believe in giving our students the best possible experience and education, and we cannot do this unless we are made aware of any physical, medical, mental, or behavioral conditions that a student may possess. When the teacher is aware of such conditions, they can instruct in a sensitive and informed way that will be more beneficial to the student. Additionally, our students' safety is a top priority, and if we are not made aware of the symptoms and effects of students' conditions, we cannot uphold the safety of the studio. We are not experts, but we do have expert references to assist and guide us.

Your information will only be shared between you, our General Manager, Luke Chandler, and the private lesson instructor.

PLEASE CONTACT LUKE IMMEDIATELY IF THERE IS ANYTHING WE SHOULD KNOW ABOUT THE STUDENT:

luke@the-music-room.net

or info@the-music-room.net ("Attn: Luke" in subject line)



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2. Billing

Students Attending Regular Weekly Lessons

For students who wish to reserve a dedicated spot on their teacher's weekly schedule, tuition will be billed at a flat monthly rate on the 1st of each month. Tuition is the same every month, regardless of [planned closures](#) and regardless of whether there are 3, 4, or 5 lessons in that month. Over the course of a year, this "averages out" (our studio is open 50 weeks of the year) and helps keep things simple for us and for you. Our pricing for regular weekly lessons is at a discount from our single lesson prices.

Monthly Billing Policies:¹

- Discontinue lessons any time **BEFORE** the next billing cycle (the 1st of the month).
- Receive a \$20 discount on the 2nd and subsequent plan(s) for other family members as well as for students who occupy 2 or more weekly lesson time-slots. (Note in the rates below that this discount is already built into the starting 60-minute rate.)
- Students are permitted **2 make-up lessons within a six-month period** for absences that are communicated to The Music Room at least 24 hours in advance. *Please see the next section (3. Attendance) for more.*
- Make-ups are not offered for no-shows or cancellations with less than 24 hours' notice.
- A make-up lesson or a substitute teacher at the normal lesson time will be offered in the event of a teacher absence.

Students Wishing To Schedule Occasional Lessons²

For students who prefer the flexibility of scheduling each lesson individually, payment is due at the time the lesson is scheduled. Lesson bookings are one at a time, subject to teacher availability, and without the guarantee of a regular time slot.

Periodic Billing Policies:

- Students with individually-scheduled lessons are entitled to a make-up lesson any time absences are communicated to The Music Room at least 24 hours in advance.
- Make-ups are not offered for no-shows or cancellations with less than 24 hours' notice.
- A make-up lesson will be offered in the event of a teacher absence.

¹Regular Weekly Lesson Rates (billed monthly on the 1st):

30 minutes: \$160/month (\$140/month for every additional 30-min weekly time slot)

45 minutes: \$230/month (\$210/mo for additional) [45-minute basis at instructor discretion]

60 minutes: \$300/month (\$280/mo for additional)

²Individual Lesson Rates (billed at the time of scheduling):

30 minutes: \$44

45 minutes: \$66 [45-minute basis at instructor discretion]

60 minutes: \$88



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DISCOUNTS

Receive a \$20 discount for regular weekly lessons on the 2nd and subsequent plan(s) for siblings and for students who occupy two or more weekly lesson time slots.

PAYMENT DUE DATES

Regular Weekly Lessons: The **1st** of each month

Individual Lessons: At the time of scheduling

WITHDRAWAL AND REFUND

Teachers cannot accept withdrawal notification. To cancel lessons, please contact info@the-music-room.net or call us at 847-934-5440. *If canceling your enrollment mid-month, there is no refund or credit issued for unused lessons or make-up lessons.*

SPLIT BILLING

The Music Room is unable to bill more than one party per student. Split payments are the responsibility of the registering guardian.

LATE FEE

A \$15 late fee will be applied to all payments 10 or more days late. An additional \$15 late fee will be applied every 10 days after the initial fee, until payment is received.

CREDIT CARDS

Tuition payments are processed via credit card auto-debit. All payment information must be received upon registration to confirm a lesson time. It is the responsibility of the parent or adult student to inform the school of any change to their credit card account number and/or expiration date.

3. Attendance

Regular attendance at lessons is critical for a student's musical development. At The Music Room, we expect and look forward to a commitment from our students to attend every lesson that they have scheduled.

Cancellations:

In the event of a cancellation please **DO** the following:

- Notify The Music Room staff as soon as possible via phone at 847-934-5440. We will update your teacher's daily schedules accordingly.
- We will work with you and your teacher on available make-up options and scheduling. Please do not attend your lesson if you are unable to play or believe that you are contagiously ill.

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(Cancellations cont'd)

In the case of a cancellation with more than 24 hours' notice a student will be granted **2 make-up lessons within a 6-month period**. The make-up lessons are subject to teacher availability. Additionally, make-up lessons may be rescheduled for the Zoom platform if necessary.

In the event of multiple, consecutive planned absences, billing by The Music Room will not be interrupted unless a student unenrolls. It is the responsibility of the student/household to notify The Music Room—not the instructor—should they wish to unenroll. Should a former student re-enroll, they are not guaranteed the same lesson date/time or lesson rate as during their previous enrollment.

NOTE: If a student cancels their make-up lesson, no further make-up lesson will be scheduled.

In the case of late cancellations (less than 24 hours' notice, or a no-show) a make-up lesson **WILL NOT** be granted. *However, lessons canceled on account of illness or emergency can still be made up whenever notice is given by the day of the lesson and before the lesson time, and these special-case make-up lessons will not count toward the 2-make-up limit described above.*

TEACHER CANCELLATIONS

We are committed to teaching weekly lessons to all registered students at their regularly scheduled times. In the case of a cancellation by the teacher because of illness or an unforeseen conflict, a substitute will be provided or the teacher will make up the lesson.

TARDINESS

The Music Room observes standard teacher waiting policies. If a student is 15 minutes late, the teacher is automatically dismissed and the lesson will be ineligible for a make-up lesson.

Students who are running late should call the school and notify The Music Room staff. We will communicate with the teacher so that they know whether or not to expect you.

If a student arrives for a lesson contagiously ill, the teacher may choose not to teach the lesson and send the student home. In such a case no credit will be issued for the missed lesson.

Thank you for reading!

Luke Chandler, General Manager
luke@the-music-room.net