

# NOVAK PIANO POLICIES

## Arriving for Lessons

- Students must arrive for lessons at the exact lesson time. Do not come early; this disrupts the lesson in session. If you arrive late, the lesson will still end at the time it should have ended.

## Cancellations

- As a courtesy to me, please notify me of lesson cancellations at least 24 hours in advance, unless extenuating circumstances prevent you from doing so.
- If you are paying by the month, up to two credits or make-up lessons will be issued per term for lessons cancelled by the student/parent. However, credits will only be issued to those who cancel 24 hours in advance. Make-up lessons will be issued to those with less than 24 hours' notice. For example, a student may opt to do two make-up lessons in one term or obtain one credit and one make-up lesson in one term, but not two credits AND two make-up lessons in one term. If a student exceeds two make-up lessons/credits in a single term, no more make-up lessons or credits will be issued. Credits must be used within the term in which they were issued and cannot be "carried over" to the next term.
- If you are paying by the term, NO credits will be issued for lessons cancelled by the student/parent because a discount has already been applied to the term rate. However, up to two make-up lessons will be issued per term. If a student exceeds two make-up lessons in a single term, no more make-up lessons will be issued.
- Make-up lessons will only be granted if the time requested is open and inside my working hours. If a time cannot be agreed upon, no make-up lesson or credit will be issued.
- Students must have a valid reason for canceling lessons (e.g. illness, automobile trouble, out of town, etc. "I didn't practice" is not a valid reason).
- If I unexpectedly cancel a lesson due to an extenuating circumstance, I will schedule a make-up lesson as long as the time requested is open and inside my working hours. If scheduling a make-up lesson is not possible, a refund or credit will be issued.

## Cell Phones, Pagers, PDA's & other electronic devices

- Use of such devices is prohibited during lesson time. Please silence these before entering the studio. If you are a parent sitting in on your child's lesson and you absolutely must answer your electronic device, please step onto the porch outside or handle this inside your vehicle.

## **Conferences**

- If a parent needs to discuss something with me, he or she must speak with me during his or her child's lesson time. If additional time is needed, the parent must then make an appointment for additional conferencing at an alternative time. Conferencing with me at the end of a child's lesson time is discouraged because it takes up someone else's time that has already been paid for.

## **Gum**

- Gum chewing is prohibited during lesson time. Chewing gum while playing the piano interferes with a student's sense of rhythm. If a student is caught chewing gum during lessons, he/she will be asked to discard it.

## **Parking**

- Please do not park in the driveway or in the alley; park along 61st Avenue or Chestnut Street and walk up the alley to the studio.

## **Practicing**

- Students are expected to practice at least five days a week without distraction. Emphasis must be placed on mind spent, not just time spent. Practice times will vary according to the student's skill level. Parents are expected to take an active role in monitoring and encouraging regular practice. This can include listening to your child practice and commenting upon the improvement you hear.

## **Rates**

- Although I will make every effort to keep my rates fair and stable, I reserve the right to raise my rates at any time.

## **Referral Bonus**

- Students will earn one free lesson (for use in the next term or month) for each student referral that ends up enrolling in my studio.

## **Skipping Lessons**

- Students may only "skip" up to two lessons per term. I expect my students to make a commitment to attending their piano lessons regularly. In an average, 12-week (3-month) term, this means that I expect you to attend (and pay for) at least 10 lessons per term. If you must miss more than two lessons per term, then you must forfeit the cost of the lessons you missed. No refund will be issued.

## Supplies

- Students will need a well-tuned acoustic piano in good working condition. Electronic keyboards are highly discouraged.
- Extra materials (such as books, learning aids, sheet music, etc.) are not included in the cost of tuition. Students and/or parents are expected to cover this additional cost. See "Tuition" below for details.

## Termination

- I reserve the right to terminate lessons to any student for any reason at any time. However, the following situations are grounds for immediate termination:
  - If a student repeatedly fails to demonstrate a commitment to, or interest in, studying the piano by not practicing, not completing assignments, etc.
  - If there is damage done by a student to the studio
  - If the student or a student's parent harms (or attempts to harm) me
  - If tuition is more than 30 days past due
  - If a student is misbehaving and a parent is not willing to sit in and control the child during the lesson

## Tuition

- Tuition is due by the first lesson of the term/month. A \$10 late fee will be added to accounts not paid by the second lesson of the term/month. Accounts more than 30 days past due will result in dismissal.
- Unless the student enrolls for lessons very soon before the first lesson of the term/month, a bill will be mailed at least one week in advance. If students or parents do not receive them, they must contact me to determine the amount due. Not receiving bills in the mail is no excuse for not paying tuition on time. I cannot control the mail.
- Payment may be mailed or paid personally. Cash and checks are accepted. Checks may be made payable to Joy Novak.
- Students quitting lessons before the middle of the term will receive a 50 percent tuition refund if they paid for a full quarter of lessons. Those quitting after the middle of the term receive no refund. Students quitting mid-month receive no refund if they are on a monthly payment plan.
- Students are not charged for group performance classes, concept classes, or recitals.
- Tuition does not include the cost of books, sheet music, learning aids, syllabus fees, festival fees, etc. These are the student's/parent's responsibility. Each term, a \$25 materials fee will be charged per student per term to cover the cost of materials. It must be replenished as needed. This fee may be waived for those who can commit to having materials purchased and ready for use by the next scheduled lesson.

## Weather

- In the event that local schools are closed due to bad weather, no lessons will be given on that day. If I do not call to inform you of the cancellation, please call to inform me of the announcement (in case I did not hear that local schools were closed). An "inclement weather" lesson day will be offered to all at a later date, but no credit or refunds will be issued for the lesson that was missed.

*I have read, understand, and agree to abide by the conditions detailed here and in the studio brochure.*

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Signature(s) of parties responsible for payment of student's lessons, whether that be the student or the student's parents

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Date