

TREBLE STRINGS



LESSON INFORMATION



Music Lessons for All Ages

Voice, Piano, Guitar, Violin, Viola, Cello

Orchestra Classes, General Music



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Lesson Tuition and Scheduling

Treble Strings provides music lessons in our studio and in students' homes throughout Clay County, MO and Platte County, MO. Lessons are also available online and by video exchange. Treble Strings is a Christian owned and operated business. However, we welcome instructors and clients who are not Christians into the Treble Strings family, and we want them to be aware of our faith-motivated policies up front. We do not operate on Sundays, and that includes not only scheduling lessons but also returning calls, text messages, and emails. Treble Strings recitals are often held in a church, and recitals are always opened with prayer.

Treble Strings is located in Smithville, MO and can be contacted at the mailing address, phone number, or email address below:

203 W Main Street

Smithville, MO 64089

(816) 945-2114

lessons@treblestrings.com

Tuition Payment Policy

Monthly tuition invoices are automatically scheduled and emailed to our clients. Treble Strings does not accept payment on a weekly basis, and instructors are not required to teach lessons for which they have not been paid. You will receive an invoice by email each month, one week before payment is due. Payment will only be accepted in the form of a credit or debit card payment of the email invoice unless other arrangements have been made with Courtney Morgan to pay with cash or a personal check. Contracted instructors are not authorized to accept tuition payments from clients.

Sponsorship

If you know of a child who would benefit from lessons and would like to pay for lessons for that child, Treble Strings will handle that discreetly, and if you prefer, anonymously. Treble Strings does not offer class-based discounts, nor do we offer scholarships for financial need for families enrolling multiple children. We do allow third parties to pay for a student to take lessons. This arrangement can take many forms but is usually a friend or extended family member who pays all or part of a child's tuition on behalf of the child's parents. While we sympathize with those for whom paying tuition might be a struggle, we have no means to distinguish between those who are merely hunting for a bargain and those who truly have financial need and so do not believe we are in a

position to handle scholarship funds responsibly. We also believe our instructors deserve to be paid for their time, and that time is not and should not be reduced according to the client's ability or inability to pay tuition. Our individual instructors may choose, on their own, to provide lessons at a free or reduced rate, but Treble Strings will not ask instructors to offer such discounts.

Referrals

Treble Strings offers an incentive of \$5 for every student you refer to us, after they pay for one month of lessons. In order for you to receive credit for a referral, the new client needs to inform us that they know you when or before they pay for their first lesson. There is no official limit to how many students you refer to us or how often you do so, but there is a practical limit based on how many openings we have available.

Tuition Rates

Each of our instructors sets their own rates, which are advertised as the monthly rate for students taking one 30-minute lesson per week. We can multiply the rate for students who wish to schedule longer or more frequent lessons. This will usually include four lessons per month, with a fifth lesson in months where the day of the week on which lessons are scheduled occurs five times instead of four. Treble Strings also offers the option of more or less frequent lessons, the rate for which will be calculated using an appropriate multiplier.

Lesson Cancellations and Credits

Our tuition rates are based on an average of the number of lessons to be scheduled each month. Each day of the week occurs a fifth time in about three months out of any given year, or 25% of the months in a year. Therefore, to get our flat monthly rate, we have multiply the price of one lesson by a factor of 4.25. In other words, you are paying for the fifth week over four months instead of all at once, so you will not be surprised by a sudden 25% increase in tuition when we schedule five lessons. The flat rate makes it easier for you, your instructor, and Treble Strings because it makes tuition payments more predictable.

A lesson credit is given for a missed lesson if warranted by the various policies explained below and is equal to one lesson, or your monthly tuition rate divided by 4.25. Due to

the flexibility in lesson scheduling, lesson credits are not available for video exchange lessons.

Cancellation Policy

Clients must cancel lessons by contacting Treble Strings directly (not the instructor) or by cancelling through Square Appointments. Direct contact with the instructor is also appreciated, especially in case of short-notice emergencies, but the studio needs to have a record of the absence. If a client cancels a scheduled lesson at least 24 hours in advance, the client may reschedule with the instructor or receive a lesson credit. Lesson credits will not be issued for lessons canceled less than 24 hours in advance except in emergency circumstances in which expecting advance notice is unreasonable. If a client cancels less than 24 hours in advance, the instructor is not required to offer a makeup lesson but may do so if they believe the circumstances justify an exception.

Treble Strings does not provide refunds for lessons canceled by the client because the instructor has already been paid and asked to set aside that time. If an instructor cancels a lesson for any reason, the client will receive a lesson credit toward the next month of lessons if the lesson cannot be rescheduled. In the event that an instructor cancels a lesson and is unable to provide either a makeup lesson or a lesson credit due to termination of the lesson agreement, Treble Strings will issue a refund to the client on the instructor's

behalf within 30 days. If the client terminates a lesson agreement, no refund will be issued unless the reason for termination is sufficient evidence that the instructor might be guilty of criminal wrongdoing.

Tardiness Policy

Treble Strings acknowledges that factors outside the student's control may result in tardiness, and we therefore wish to extend a reasonable amount of grace to cover such things. However, we have to consider the schedules of our other clients as well as the personal schedules of our instructors, as well. Extending a lesson for a tardy student will be left to the discretion of the instructor. We will not be able to issue lesson credits for tardiness except in cases where the instructor is late and the student is not able to stay to make up the time.

Instructors are asked to wait at least 15 minutes for a tardy student, and we ask clients to show the same courtesy to our instructors, since they might also be late for reasons beyond their control. If the instructor is tardy and you are not present, they will attempt to contact you and also wait until 15 minutes after your lesson was scheduled to begin. Therefore, if you leave before the 15 minutes expires and have no call or email records to show that you waited for a reasonable amount of time, it will be assumed that you were never present, in which case we will not be able to issue you a lesson credit.

If you arrive at the studio for a lesson, please attempt to enter the building before concluding the instructor is not present, since there might be other explanations for lights being turned off or familiar vehicles not being in the parking lot. If you simply leave the studio without attempting to enter and the instructor is in fact present, it will be considered a no show, and you will not receive a lesson credit.

No Show Policy

If a student fails to attend a scheduled lesson and does not cancel prior to the lesson time, they will not be allowed to reschedule, nor will they receive a lesson credit. If a student fails to attend two consecutive lessons, both without cancellation, the lesson agreement will be terminated. If a student fails to attend two consecutive lessons, the first without cancellation and the second with insufficient notice, the lesson agreement will be terminated. If a student fails to attend three lessons in a three-month period without cancellation, the lesson agreement will be terminated. If a student fails to attend four lessons in a three-month period, two without cancellation and the other two with insufficient notice, the lesson agreement will be terminated. In each of these scenarios, the client will receive no refund upon termination of the lesson agreement.

Weather Policy

Cancellation due to weather is at the discretion of the party or parties who must travel for a scheduled lesson. Clients will receive the option of a lesson credit or a rescheduled lesson for weather cancellations. Advance notice is not required for weather cancellations.

Webcam Connection Failures

For online lessons, if you are unable to have a lesson due to technical difficulties, you will be issued a lesson credit. However, recurring technical difficulties might result in a discussion about whether online lessons are a suitable choice for you, and this discussion may in turn lead to other arrangements, like video exchange lessons, or a termination of the lesson agreement.

Holidays and Other Events

Treble Strings will be officially closed for the following holidays: January 1, March 17, Holy Week (Passover/Palm Sunday/Easter), Memorial Day and Weekend, Independence Day and Weekend, Labor Day and Weekend, Thanksgiving Week, and December 24-31. If a client is unable to schedule a lesson during a given week due to these holiday closings, a lesson credit will be deducted from the upcoming month's tuition. Lesson credits will not be issued for lessons cancelled outside of these dates but in lieu of these holidays, nor will lesson credits be issued for other holidays or for personal

events such as birthdays, anniversaries, school activities, vacations, or anything else you knew of in advance and so could have saved your instructor from the inconvenience of a cancellation. You will not be charged for dates you will not be available for lessons if you inform Treble Strings and your instructor before paying tuition in the months in which such events occur, so please just let us know in advance and we will happily deduct scheduled absences from your tuition.

General Policies

Treble Strings wants to be certain that all clients receive exceptional service and all instructors are paid for their services in a timely manner. We also want to keep everyone safe and maintain a fun and friendly learning environment.

Recording and Photography Policy

All students are free to take pictures and record lessons, but you may not share pictures or audio/video recordings without the permission of the instructor and any other individuals included in the picture or recording. Treble Strings staff members may record recital performances. Audience members are welcome to do the same as long as they do not disrupt the performance, do not record instructors or other adults without permission, and do not record a child to whom they are not related without the permission of the child's parents. Flash photography is prohibited while students are performing.

Social Media Policy

Treble Strings uses social media in order to promote our company and maintain relationships with our clients. Any Treble Strings client who abuses, scams, solicits, or otherwise harms any individual associated with Treble Strings through social media will be blocked online and have their lesson agreement(s) terminated. Profanity, illegal activity, and

inappropriate images or comments posted on our Facebook page or groups or which include a link to Treble Strings will result in the same.

Safety of Minors

Treble Strings is unable to be responsible for children outside of their scheduled lesson or in the event of an emergency. As a result, we require parents or legal guardians of children under the age of 10 to attend lessons or designate another responsible adult to represent them. In the studio, parents may sit in the waiting room if the classroom door remains open. Parents may not wait outside unless the child is at least 10 years old, and they must be on the grounds if the child is not at least 16 and able to provide his or her own transportation. Instructors will not provide home lessons for minors if a parent or legal guardian is not present for the duration of the lesson.

Treble Strings will not enter into a contract with minor children nor accept payment directly from them. We also will not knowingly communicate with children under the age of 13 by phone, email, or social media.

Instructor Liability

Treble Strings primarily uses independent contractors who often provide lessons in the homes of our clients rather than a commercial studio. Even when lessons are held in the studio, it is not possible for us to monitor interactions between students and teachers. **As a result, all contracted instructors are individually liable for their own actions. By signing the lesson agreement, you consent to release Treble Strings from liability.** However, we are still very much concerned for the safety of our students, which is why we have established many of the policies above. We encourage clients to take precautions and to speak to us if you have concerns about your instructor. Contracted instructors are not representatives of Treble Strings and, except where specifically noted above, are not authorized to make exceptions to Treble Strings policies or the terms of this agreement, nor are instructors authorized to begin teaching a student for Treble Strings before we have a signed lesson agreement on file.

Lesson Agreement

Student's Full Name: _____

Address: _____

Phone:(____)_____-____ Email: _____

Lesson Day and Time: _____

Tuition: \$____/month

Location (Circle One): Home/Studio/Online/Video Exchange

Instructor: _____ Instrument: _____

I have read the lesson agreement and agree with the terms therein. I consent to the schedule and tuition rate indicated above. I understand that if tuition rates should increase, I may continue paying the rate above until this agreement expires, but I must then sign a new lesson agreement and consent to the new tuition rate if I wish to continue taking lessons.

This agreement will expire on December 31, _____, unless replaced with a new agreement by mutual consent, but may be terminated anytime without notice and by either party.

Client: _____ Date: ____/____/____

Signed by: _____Student _____Parent/Guardian

Treble Strings Rep: _____ Date: ____/____/____