

Lisa Rae Music Studios, LLC
P.O. Box 142
Crescent, PA 15046-0142
PHONE (412) 638-7598 FAX (412) 766-2689
LisaRaeVaughan@yahoo.com



CLASS POLICY & PROCEDURE INFORMATION

Revised June, 2010

Visit us at: www.LisaRaeMusic.Com

Music takes time... and commitment from everyone: Lisa Rae Music Studios, LLC & staff; the facilities that host our classes, and most importantly, our students and their families. Unless specific arrangements have been made in advance with LRMS, the following policies and procedures apply fairly and equally to all of our valued students.

ENROLLMENT ...

Register online at www.LisaRaeMusic.Com or by phone. Place in class or a specific lesson time cannot be "held" except with payment; enrollment is processed in the order received (e.g. "first come, first serve"). **Full payment and / or first budget payment is due no later than 5 days prior to the start of classes.**

Placement in group classes or with a private instructor **is confirmed via email, phone, or US Mail up to 24 hours** before the first class. It is the responsibility of the student to appear on the correct day & time without additional notice.

For 6-week group classes, students may enroll up to and including the 2nd week; up to and including the 3rd week for 10-week classes; 4th week for 12 to 15 week classes. Class fees are not prorated for late registrations.

SCHEDULING...

Lisa Rae Music Studios, LLC reserves the right to adjust package selections, restrict scheduling options, decline or terminate a student at its discretion. Our students are reminded that they are paying for the reserved class time, not the actual class and therefore, how they use – or don't use – the time is their decision. **Classes begin and end as scheduled so please plan to arrive on time.**

Transfer to alternate class: LRMS make every effort to accommodate a student's schedule and within reason, will alter the class day / time / location and even class instructor upon request and subject to availability.

Low enrollment: A class with fewer than the minimum registered students or without an instrument specific instructor may be canceled up to 24 hours before the start date, and a full tuition reimbursed within 30 days of the notification

Private music lessons run continuously throughout the year; students may enroll at anytime. Lessons are scheduled directly by the instructor and meet weekly, bi-weekly, or on a "flexible" schedule – subject to availability. Students are notified within 2 weeks of the package end date and may opt to renew or alter the current package or purchase up to 50% additional time "a la carte" within 90 days beyond the end of the current package. **The student accepts full financial responsibility for class hours scheduled in excess of the total allowed per package.**

Group classes begin on or about an advertised date & generally include a "snow date" makeup. Students are not permitted to "float" between class times and locations.

CANCELATION / MAKEUP...

Refer to the class confirmation letter for a complete description of the total class hours, allowable makeup time (if any) and the maximum time in which to complete the class hours. Makeup of a missed class or lesson time beyond the amount allowed per package is at the discretion of LRMS and the individual instructor, and cannot be guaranteed. Credits for underutilized class hours are not available.

All class hours (including makeups) must be scheduled within the term of the package (excluding those resulting from holidays, facility closures, or instructor absences). Underutilized lesson hours may be scheduled (i.e. makeup classes) beyond the end of the package time limit subject to a \$10/month service fee and completed no later than 90 days of the package expiration date. Subject to availability, a student may utilize lesson hours or makeup time with any instructor, on any instrument, and at any location.

To cancel a scheduled class, please contact LRMS directly via phone / text messaging / email with a **minimum of a full 24 hours of prior notification regardless of circumstance (Incl. illness, sports, social activities, work, school, medical, child & pet care, transportation, weather or forgetfulness)**

PAYMENTS & CHARGES...

Recital & competition fees, package registration fees, supplemental seminars, and instructor travel charges to the home are in addition to the class price. The **postmark date**, *not the date written on a check* determines the date on which a payment was received. We cannot accept out-of-state or postdated checks. **Please do not bring payment to the class – instructors cannot accept payments directly.**

INVOICES: Delivered via email only. The student is responsible for providing a valid email, and checking it frequently.

SEND PAYMENTS TO: Accounts Dept., Lisa Rae Music Studios, LLC, P.O. Box 142, Crescent, PA 15046-0142

Credit Cards: Master Card, Visa, Discover only via email or phone. Multiply the total by 1.015 to cover credit card surcharge of 1.5% (e.g. \$100 = \$101.50; min \$1 fee). Be sure to include card number, expiration date, and 3-digit security code. Upon request, LRMS can automatically bill a credit card either monthly (e.g. budget billing) or for the full package price.

CHECKS PAYABLE TO: Lisa Rae Vaughan. **MONEY ORDER** is strongly recommended

Electronic Payments: Email PAYPAL to PianoTeachersPlus@yahoo.com Multiply the total by 1.03 to cover PAYPAL surcharge of 3% (e.g. \$100 = \$103; min \$1 fee).

Scholarship & 3rd party Funding: The student accepts full responsibility to arrange payments from a 3rd party, and is financially obligated for overdue or insufficient payments supplied thru an outside agency or person.

Payment Due Date: All payments are “due upon receipt” of the invoice

Late Payments: Funds received in excess of 15 days from the invoice date are subject to a late payment fee of \$10 for overdue balances less than \$150; \$20 for balances in excess of \$150. Students more than 30 days in arrears will be terminated, and subsequently responsible for termination fees, late fees, past due balances, and collections fees.

NSF: A \$25 charge will be placed against all personal U.S. checks that cannot be cashed or deposited for lack of funds.

Class Fee Increase: Incremental and as needed.

Budget and / or partial payment billing: Available upon request for packages 7.5 hours or greater. Budget billing begins on the 1st of a month. Payment invoices are posted on or about the 20th of each month for classes & lessons in the next month. A student starting mid-month will be invoiced for classes, books & materials during the partial month. Budget billing begins with the first full month.

Books & materials: The student is responsible for the purchase price of books and materials used in the classes. Materials are ordered per need by the instructor and procured by LRMS on the student's behalf. A student's pre-existing or supplemental books may be used at the instructor's discretion if appropriate to the student's level of proficiency. Books & materials are billed at the time of the request and payment is due prior to or at the time the books are distributed.

Overpayments: For students opting for “Budget Billing”, any under or overpayments are calculated at the end of the current package and posted to the account within 30 days. **PLEASE DO NOT DEDUCT in advance.**

Recitals: While participation is encouraged, an invitation to perform is limited to well-prepared students currently enrolled in classes. Additional rehearsals and recital fees may be required. The studio wide recital is scheduled annually in late OCT / early November.

Package Registration Fee: An administrative fee (\$10 per single student, \$5 for each additional family member, or \$25 annually) accompanies each package to cover in part the costs associated with students aside from the class time. For prepayment plans, the cost is included in the price; for budget billing, the fee is posted on the first month of the billing cycle (or Jan 1st if annually). These “overhead” costs include the preparation of monthly statements; receiving & posting payments; resolving billing questions; organizing recitals and presentations; developing lesson plans; scheduling makeup lessons or lessons on an irregular basis (e.g. bi-weekly, bi-monthly, or “per need”); researching & ordering books; administering scholarships.

REFUNDS / WITHDRAWAL FROM CLASS...

All requests for transfers to new class, temporary suspensions (e.g. extended summer break), credit vouchers towards future classes, refunds, and / or termination **must be made in writing (email or US Mail) to LRMS directly at least 14 days in advance.** The student accepts responsibility for classes and billing (automatic credit card billing and/or budget payments) until notification is received.

If a student leaves the music program for an extended and has been a student in good standing with no outstanding balances due, he/she may reapply for classes. A returning student maybe re-assigned to a new class or placed on a waiting list. Refunds are issued within 30 days of the initial notification.

Withdrawal up to 72 hours BEFORE the start of the 1st class: Full tuition refund

Withdrawal no later than 72 hours AFTER the start of the 1st class: Full tuition refund, minus \$25 service fee plus any books & materials supplied and classes taken

Temporarily suspend (for more than 30 days) AFTER the start of the 1st class: Credit vouchers only towards future classes and lessons, minus a \$25 service fee plus any books & materials supplied and classes taken. Billing resumes with the first month of the resumed classes. Future classes and lessons must be scheduled within 90 days of the initial suspension.

Termination Fee: A student may opt to terminate all contractual arrangements with LRMS prior to the package expiration date subject to a \$50 fee. **A student leaving prematurely forfeits any class or payment credits and accepts responsibility for outstanding balances due.**

LEGAL HOLIDAYS / INSTRUCTOR ABSENCE / FACILITY CLOSURE / INCLEMENT WEATHER ...

In the event of a class or lesson cancellation, a clearly identified studio staff member or class instructor will notify students. Contact is first via text message to a cell phone, then email, phone call, notices left at the facility, recorded messages @ LRMS, and lastly, updates posted to the studio's website: www.LisaRaeMusic.Com. The student is responsible for providing a valid cell number & email and checking frequently on class days. Weather related and emergency closures are announced at www.WPXI.Com and WPXI (Channel 11) TV.

Legal Holidays: No scheduled classes or lessons are conducted on: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas. No other holidays are observed. Classes ARE scheduled on the day before and day following a holiday.

Instructor Absence / Emergency Facility Closure: The student is not charged for classes cancelled by the instructor or resulting from an emergency closure of the facility. During an instructor absence, an equally qualified substitute may conduct the classes. Alternatively, the studio will recommend another instructor, location, day / time.

Winter Break: Most classes are typically not scheduled from Dec 23 thru Jan 2nd; varies by individual instructor

LRMS Offices Closed: Yearly for inventory, maintenance during the first 10 days of September

Inclement Weather: Canceling classes due to **Inclement Weather (snow, rain, etc)** is left to the discretion of the individual instructor and is **unrelated to community school closings.**

CHILD & SPECIAL NEEDS SUPERVISION / DROP-OFF POLICY...

Children must be supervised by an adult (other than the instructor) at all times and remain in the designated areas. Parents / guardians of children under 18 years and those with special needs (of any age) are **strongly** urged to be present during lessons.

LRMS accepts no responsibility for students "dropped off" before or "left waiting" at the end of class. If a child (younger than 18 years) or person with special needs (of any age), is left without supervision (either at home or teaching facility), please provide a **signed note to the instructor** with the date(s), reason, and emergency contact person & number.

A fee of \$15 per 15 minutes may be added if an instructor must arrive early / stay late to wait with an unsupervised student.

If anyone other than the assigned adult(s) is to pick up a child, please give a **signed note to the instructor in advance.**

Students are expected to act in a well-behaved and attentive manner. Non-enrolled siblings and friends are permitted to visit a class provided they are **non-disruptive.** Students who fail to be respectful towards their instrument, books or instructor or neglect to bring their instruments and books to the class will be asked to leave.

A parent or caregiver (not the instructor) is responsible for the cleanup and care of their child in the event of sudden illness, toilet training issues, etc. Please do not bring your child to class when he or she is sick; they should be fever free for at least 24-hours. Bringing personal hand sanitizing lotion and instrument wipes is encouraged.

HOME STUDY / ALTERNATE LOCATION

Instruction may be provided at a student's home or alternate location subject to the following stipulations:

Home study lessons require a minimum of one (1) hour lesson and are available only for select areas & times; **\$15 per lesson travel charges apply.**

A competent and responsible adult (18 years) must remain on location at all times; otherwise, the lesson will be terminated. No makeup lessons or payment credits will be offered should the instructor arrive and the student and/or designated responsible adult fail to be present or departs.

A quiet, low-traffic, communal space must be made available for the lesson. Living / dining / family rooms or offices / home schoolrooms are acceptable; bedrooms, isolated attics, and other closed-door areas are not.

Concern for the safety and well being of the instructor must be maintained through convenient & secure parking areas; lighted porches, walkways, & entrance halls; leashed animals; debris free and snow shoveled passageways.

PHOTO and VIDEO RELEASE POLICY...

From time to time, our students' names, grade level, school and /or city are published in the studio's newsletter, website, or local newspaper in connection with their musical achievements. Additionally, the students may be included in photographs and video recordings. Any subsequent 3rd party use of the names, photos, etc, once published must be approved in writing by LRMS and any unauthorized use is illegal.

If you do NOT permit the use of a student's name, or their likeness in photographs and / or video recordings, please notify the Lisa Rae Music Studios, LLC in writing.

As participants in the Music Together Program, Private Lesson Program, or Group Class Programs, parents and guardians authorize Lisa Rae Music Studios, LLC to take photographs and video recordings of their child, themselves, or both. Additionally, the students' names, grade level, school, and / or city of residence may be used for identification purposes in the photographic medium or in print alone.

Permission is granted to use print, audio, or video formats for advertising and educational purposes. The photographs, video recordings, and interviews may be edited at the sole discretion of Lisa Rae Music Studios, LLC. The parent and / or guardian expressly releases Music Together, Lisa Rae Music Studios, LLC, its agents and employees from all claims which they have or may have. These claims include, but are not limited to invasion of privacy, defamation, or any other cause of action arising out of exhibition or distribution of any materials in which they or their child appear.



I understand that there is no financial or other remuneration for photographing, video taping, audio taping, or interviewing me, either for initial or subsequent transmission or playback.

I also understand that Lisa Rae Music Studios, LLC is not responsible for any expense or liability incurred as a result of my participation in these recordings including medical expenses due to any sickness or injury incurred as a result.

I represent that I am at least 18 years of age, have read and understood the foregoing statement, am competent to execute this agreement, and am the parent or guardian of the named student enrolled in music classes of the Lisa Rae Music Studios, LLC