

Grace Notes Music Studio, L.L.C.

# Student Policy Handbook

Fall Session 2009

## PRIVATE LESSONS

Last Revised July 22, 2010

This handbook serves as a contract between the instructor and student/parent. Submission of the electronic enrollment form indicates that students/parents have read and agree to all of the policies and terms outlined in this handbook. These policies have been constructed to protect both student and instructor, and will always be followed strictly—no exceptions. It is the responsibility of each student/parent to read the handbook. There have been no oral or other representations or promises made that are not a part of this contract.

# Studio Contact Information:

Grace Notes Music Studio, LLC  
Genny Denton, Owner and Instructor  
340 St. Joseph Street  
Baton Rouge, Louisiana 70802

\*All classes and lessons must take place in the studio—no exceptions.

Email: [genny@gnmusicstudio.com](mailto:genny@gnmusicstudio.com)

Website: [www.gnmusicstudio.com](http://www.gnmusicstudio.com)

Phone: (225) 571-0858

*\*Email is always the preferred method of communication.*

## POLICIES AND PROCEDURES

### General Studio Policies and Etiquette:

For liability reasons as well as consideration for students and instructors engaged in lessons, students are not allowed to roam around the studio unattended. ALL students, parents, and visitors MUST wait in the lobby area unless receiving or observing instruction.

No students are allowed in the kitchen or workshop areas for ANY reason at ANY time.

Free parking is provided in our privately owned parking lot across the street from the studio. Free street parking available at all times. Students are not to park in the driveway or on the street blocking the driveway entrance.

**No food, drink, animals** (except for service animals) are allowed in the studio at any time—not even in the lobby area. Food and drink are permitted and provided for special occasions such as open houses and jams.

Children under the age of 18 are to be supervised by an adult at all times in the lobby.

### Registration and Enrollment Procedure:

Registration and enrollment are done on a first come, first serve basis. Lesson times are scheduled this way as well.

**ALL students MUST provide at least THREE DAYS AND TIMES they are available for lessons on the registration form, or they will be accommodated LAST in the lesson scheduling process.**

Registration is completed online at [www.gnmusicstudio.com](http://www.gnmusicstudio.com). Electronically submitted registration forms serve as a binding enrollment contract.

**Returning students** receive priority in registration and an EARLY REGISTRATION window to complete the electronic enrollment contract. Completion of registration and submission of first month tuition guarantees a spot in the class.

**Returning Students** who submit their electronic enrollment contract after the end of this period risk losing their spot in the instructor teaching schedule, and are subject to being added to a waiting list. These students will be scheduled for lessons AFTER all new students have been given lesson times. Submit your registration early!

**New students** must submit the electronic enrollment contract and make the first tuition payment and pay registration fees for registration to be complete.

**REGISTRATION IS NOT CONSIDERED COMPLETE, AND LESSON TIMES WILL NOT BE RESERVED UNTIL THE FIRST MONTH TUITION PAYMENT HAS BEEN RECEIVED!**

# Sessions, Tuition, and Fees:

Grace Notes Music Studio, L.L.C. has three annual sessions: Fall, Spring, and Summer.

## Tuition Calculation:

Grace Notes Violin Studio, L.L.C. believes firmly in a program of study instead of month-to-month instruction.

**A registration for classes is a commitment to an entire session (and hopefully future sessions) of study.**

Tuition is always calculated **by session**, and does **NOT** include materials and books.

Students may pay tuition for a session in full at the time of registration, or may pay in monthly installments. The monthly installments are calculated based on the total tuition figure for the entire session, and then divided by the number of months in the session. Example, 30 minute lessons for Fall Session TOTAL Tuition = \$490 (5 installments of \$98 paid monthly).

New students will be given lesson times after all early-registering returning students have been accommodated. In the event that there are no remaining lessons slots available, new students will be added to a **waiting list**, their fees will be returned, and they will be contacted (in order) as spots in the studio become available.

Returning students who do not submit an electronic enrollment contract by the early registration deadline are subject to losing their spot in the studio. After all timely submitted registrations are reviewed and all students placed, late returning students will be accommodated. In the event that no remaining lesson slots are available, late returning students will be added to the same waiting list as new students, and they will be contacted (in order) as spots in the studio become available.

Tuition amounts are posted online at [www.gnmusicstudio.com](http://www.gnmusicstudio.com) on the “Classes Offered” page.

## Tuition Deadlines:

Students electing to pay in full must pay the total at the time of registration.

**Students electing to pay in installments, must pay the first payment at the time of registration and remaining payments are due on the FIRST of each month—no exceptions.**

Payments are considered **late** after the 5<sup>th</sup> day of the month, and a \$10 dollar late fee will be assessed for payments made after that date. A charge of \$15.00 will be added to any payment made after the 7<sup>th</sup> day of the month.

Payments made after the 15<sup>th</sup> of the month will result in an immediate stop in instruction for that student and a \$30 late fee. The student will not be taught again until tuition and late fees are paid in full. ***Lessons missed due to failure to pay will not be made up or reimbursed by the instructor.***

Payments can be dropped off to the instructor or the owner at lessons or classes or can be dropped of at any time (including after hours) in the mailbox located at the front entrance of the studio.

**Payments may also be mailed but must be postmarked on or prior to the first day of the month.**

Mail payments to: Grace Notes Music Studio  
340 St. Joseph Street  
Baton Rouge, LA 70802

## Additional Tuition Policies:

**Grace Notes Music Studio, L.L.C. does NOT provide invoices or tuition reminders by mail.**

In the event that a check is returned for insufficient funds, the student will be charged the tuition, late fee, and any fees associated with the returned check.

If payments are consistently made after the first of the month, the instructor reserves the right to discontinue study with the student at any time without refund.

If outstanding tuition is due from a previous session, the student will not be allowed to re-register for the upcoming session until all outstanding fees have been paid.

**Submission of electronic registration form serves as a binding contract obligating students to an entire session of study.**

**No refunds.** Please do not ask. If a student is put on the waiting list, fees will be returned. This is the ONLY case in which reimbursement will occur.

## Make Up Lessons and Cancellation Procedures:

**Make Up Policy:** Please read and understand the following terms and conditions: Grace Notes Music Studio adheres to a 24-hour make up policy. Lessons canceled at least 24-hours before the lesson time for the following reasons will be made up: illness, family emergency, family vacation, business trips, or severe weather. Lessons missed without 24-hour notice, regardless of reason, will not be made up by the instructor. Make up lessons will only be given during scheduled make up lesson times/weeks (see calendar, and additional times will be added by the instructor if the need arises). Any lessons missed by the instructor (and every effort will be made for this to be kept to a minimum) will be made up.

ALL Makeup lessons must take place during the scheduled makeup week(s).

Cancellation Procedure: All lessons must be cancelled by phone or by email. Email is preferable.

## Additional Attendance Policies:

Lesson time missed due to late arrival will NOT be made up by the instructor. Early arrival to lessons is advised—a reception area is available for early arriving students.

**If a student is more than 10 minutes late to a lesson**, that lesson is considered **cancelled and will not be taught** by the instructor. There will be no makeup for lessons cancelled due to late arrival.

The instructor respectfully asks that students not come to a lesson sick—especially in the case of fever. It would be better to consider that a missed lesson. Should the instructor deem a student too sick for a lesson, the instructor reserves the right to cancel the lesson without a make up. In the case of disruptive student behavior preventing learning from occurring in the lesson, the instructor reserves the right to cancel the lesson without a make up.

No student under the age of 10 should be left in a lesson unattended (unless an agreement is reached in advance). Should parents of children receiving lessons choose to leave the location during the lesson time, it is expected that children will be picked up promptly at the end of their lesson. If parents are frequently late to pick children up from lessons, the instructor reserves the right to ask the parents to stay in the lesson during future meetings.

## Classroom Expectations and Etiquette:

Students must bring ALL music and materials to EVERY lesson. If something is missing, the instructor reserves the right to cancel the lesson with no make up.

Genny Denton's students are provided a notebook and notebook sheets. This notebook is to be brought to every lesson, and should be kept up in an orderly fashion. Assignment sheets are to be kept in chronological order and should not be removed from the notebook at any time for any reason. In the event that a notebook is lost or destroyed, a new one will be issued for \$10.00 cash.

**Students must own a functional instrument outfit for instrumental lessons.** There may be times that the instructor deems an instrument unfit for study. In these cases, the student should seek out proper repairs or a replacement instrument. In many instances, repairs can be made in the studio. Instruments will be inspected and approved in the first lesson.

Students are expected to prepare thoroughly for each lesson. The instructor will advise specific practice lengths and goals for each individual student based on their needs. If these are continually not fulfilled, and progress is not being made, the instructor reserves the right to discontinue study.

Visitors are welcomed to observe lessons provided that instructors have been notified in advance and approve the observation.

Parents of students under the age of 10 may be required by the instructor to attend lessons and assist with home practice.

**Instruments, accessories, and books for lessons are not provided by the instructor. Students may NOT borrow studio materials for personal use in lessons. If a student forgets something, student must go without for that lesson or purchase a replacement. No exceptions.**

All Violin and Viola students MUST own the following: functional, appropriate sized, approved instrument outfit—which includes rosin and shoulder rest, and sturdy case. Students must also own music stand, metronome, tuner, and all required books/ CDs. These materials are available for purchase or rental from the studio.

All Cello students MUST own the following: functional, appropriate sized, approved cello outfit—which includes rosin, rock stop, a sturdy case or cello bag. Students must also own a music stand, metronome, tuner, and all required books/ CDs. These materials are available for purchase from the studio.

Harp students are not required to own a harp. Students **enrolled in harp lessons** may sign up for 2 hours of practice time on the studio harp (during business hours) each week for a fee of \$30.00 per month. Signups are done first come, first serve and may NOT interfere with established private lesson times. Practice time may not exceed 2 hours weekly, and may not occur outside hours signed up for on the classroom schedule.

## Discontinuing Study:

**As stated above, registration indicates a commitment to a full session study.**

The only exception to this policy is if a student moves out of town **during the session** (instructor must be notified in writing at least 30 days in advance of any moving plans and documentation of the move must be provided prior to the next tuition date). **No other circumstances, regardless of how unique, will be considered. Do not ask.**

Students are free to discontinue study at the end of a session by simply not enrolling for the next session.

Students may not switch instruments OR instructors **during** a session. To switch instructors, student must make a formal request in writing to the owner and have a meeting with both the owner and the instructor to discuss reasons for a switch. Issues presented in the meeting must undergo a period of attempted resolution before an instructor change will be granted. The owner is the only person authorized to grant instructor changes. If an instructor change is granted, student may change to a new instructor at the beginning of the next session.

**Students who elect to discontinue study before the end of a session are liable for regular tuition payments until the conclusion of that session regardless of the reason for discontinuing.**

**Students who elect to leave the studio for a session are subject to being placed on a waiting list if and when they re-enroll in the studio.**

## **Recitals and Service Concerts:**

During the Fall and Spring Sessions, Grace Notes Music Studio provides formal recitals for students to perform in. Performance is mandatory for students K-12 and optional for students older or younger.

From time to time, GNMS will also provide additional performance opportunities and service concerts at various locations.

There are multiple recitals to accommodate the growing number of students enrolled in GNMS. Students will be assigned to a recital in advance. GNMS tries to accommodate individual schedules as best as possible, but does not guarantee placement on a particular recital.

Dress rehearsals are done by appointment on a date specified in advance. Signups for dress rehearsal appointments are first come, first serve. Students must utilize piano accompaniment, unless approved by the owner in advance.

There is a Recital Fee of \$20 for each performing student. Students playing multiple instruments pay \$20 for one instrument and \$10 for each additional instrument. The fee is used to pay the professional accompanist contracted to perform in the recital and dress rehearsals. Students pay the recital fee even if piano accompaniment is not used.

Parents and students are expected to stay for the entire length of the recital and are asked not to bring young children who cannot sit quietly during the recital.

No video or audio recording is permitted in the recital. No photographs may be taken during the recital. DVDs are provided to families, and professional pictures are taken of each performing student and are available for purchase after the recital.

GNMS retains exclusive rights to the content of the recitals, and DVDs issued to families are not to be copied or published without express written consent from the owner of GNMS. Families may purchase the rights to the photographs.