

Harmony Studio Policies

Payments and Fees

There is a one-time non-refundable registration fee of \$50 for all new students.

Lesson Costs:

\$39.50 for 30-minute lessons

\$59.25 for 45-minute lessons

\$79.00 for 60-minute lessons

There is a \$22.50 recital fee per child per semester (\$45 per year) that is used for the reservation of the recital venue, equipment, and other related expenses.

Calculation of Monthly Tuition

Tuition is divided into equal monthly payments. Monthly tuition remains the same regardless of the number of lessons you receive in a month. Tuition is calculated based on the number of teaching weeks in each semester and divided equally among the months in the respective school year. Typically, monthly tuition is calculated for September through May. A different monthly tuition is calculated for June through August based on lesson options available in the summer.

Tuition will be prorated for students starting mid-semester. The recital fee for each student is due at the beginning of the school year. If a student starts mid-year, the recital fee is due when they begin lessons. Students beginning after October will not owe a fall recital fee, and students beginning after March will not owe a spring recital fee.

Payment Due Dates and Late Fees

Tuition payments are payable via credit card automatic draft or invoice.

- If you choose the credit card option, we will set up recurring automatic payments each month. You will be emailed a sales receipt on the day your transaction is processed. If your card is declined, you may be subject to a late fee as described below.
- If you choose to be invoiced, it will be emailed to you and may be paid via e-check or check. It is your responsibility to pay your invoice on time, regardless of any online issues you may experience or changes you make in your email address without notifying the studio.

Tuition payments are due within 15 days of the billing date. Unless prior arrangements are made, billing (invoicing or automatic credit card payments) is on the 1st of each month, so payments are due by the 15th of the month. Payments postmarked after the 15th of the month are subject to a late fee.

Payments received or postmarked after the 15th of the month are subject to a \$10 late fee. If you set up automatic credit card payments and your credit card is declined, you are responsible for contacting the studio owner or administrative assistant with updated card information. Declined credit card transactions that are not resolved within 15 days of the declination are subject to a \$10 late fee.

Checks may be mailed to the following address:

Harmony Lessons attn: Kristen Smith
13513 Dulles Ave.
Austin, TX 78729

What Tuition Does and Does Not Include

- Tuition *does not* include music books. Parents are responsible for purchasing a student's music books separately. These purchases may be made independently or through the studio.
- Tuition *does not* include the one-time non-refundable registration fee. This registration fee is due at the first lesson.
- Tuition *does* include the recital fee as described above regarding the calculation of tuition.

Missed Lessons

Our instructors are in-demand teachers with full schedules. We do not routinely offer make-up lessons; we're simply not able to. We do this to be fair to all of our students. We recognize, though, that children become sick and family emergencies arise, so we offer one guaranteed make-up lesson per semester. This lesson will be completed either by adding time to the regularly scheduled lesson (*i.e.*, a 30-minute lesson would be made up by adding 10 extra minutes to the next three regularly scheduled lessons) or a separately scheduled lesson. Make-up credits must be completed within the semester in which they were acquired. If you miss more than one lesson, be assured that your teacher will use any missed lesson time to locate materials and otherwise plan for your child's progress; your tuition pays for far more than the time spent with your child. There are no refunds or credits given unless your teacher is unable to teach and unable to offer a rescheduling option.

No-Show Lessons

If your teacher arrives at your home and no one is present, then they will wait 10 minutes. If no one arrives, then this is counted as a “no-show.” Missed lessons without advance notice (no-shows) are not eligible for a deferred lesson and cannot be refunded.

Teacher Illness

In the event that a teacher must cancel due to illness or other unforeseen event, you will be notified as quickly as possible. A make-up lesson will be offered by the end of the semester. When possible, a choice of times will be given for lessons missed. If you are unable to attend any options provided, we cannot guarantee other rescheduling options. **No credits or refunds will be given for make-up lessons not used.**

Student Illness

Students who are ill should not attend lessons. If a student is unable to attend a lesson due to illness, you may discuss rescheduling options with your instructor (see above regarding missed lessons) or hold lessons online if able. Teachers reserve the right to cancel or end a lesson if students show visible signs of contagious illness.

Inclement Weather Events

If school is canceled due to inclement weather, please contact your teacher to determine if you will still have lessons. Final decisions regarding weather are usually made around 12 PM based on current conditions and forecasts. We ask our teachers to use their judgment in determining whether it is safe to travel, as conditions can vary according to location. If your teacher decides that it is unsafe to travel or if lessons are canceled, lessons will be held on zoom. In the event of power outages, you will receive the option of rescheduling for later in the semester.

Timeliness

If your teacher is running more than 5 minutes late, they will do their best to inform you of the delay and give you an updated time of arrival. If they arrive late, they will extend the scheduled end time of a lesson accordingly.

Parental Involvement

For students 18 and under, a parent is required to be present in the home during lesson time. Parents are welcome to observe lessons.

Group Lessons

Two weeks each year, one in the fall and one in the spring, are set aside for group lessons. Group lessons replace individual lessons during the week the group lessons are scheduled. Therefore, no individual lessons (other than make-up lessons) will be scheduled during a group class week. A signup sheet with time options will be provided.

Group lessons are typically an hour long and are made up of 5-10 children of similar levels. In the event that students have make-up lessons needing to be scheduled, the studio reserves the right to provide a group lesson as a rescheduling option.

Group lessons provide students with the opportunity to meet others who are similar in age and skill levels. Students who have participated in group lessons have found them motivating, inspiring, and fun. These lessons usually include group games and interactive activities covering music theory and history, a performance by each student, and other important musical skills.

Policies Regarding Stopping Lessons

We hope that all of our students enjoy lessons and benefit from musical instruction. However, we are aware that unforeseen circumstances may arise which result in a parent requesting to stop lessons. While the studio wants to be understanding of these various circumstances, please realize that our teachers are in high demand and have full schedules. The studio maintains a list of prospective and current students who are waiting for specific time slots for lessons. To be fair to these families and respectful of teachers' schedules, we have implemented a 30-day policy regarding stopping lessons.

You must give 30 days' notice prior to the next month via the [cancellation form](#) to cancel recurring billing for tuition. (The cancellation form can also be obtained by emailing contact@harmonylessons.com.) If less than 30 days' notice is given before the first of the month, the next month's tuition is still due. In other words, notice should be given no later than the first of the month to stop a charge on the first of the subsequent month. This 30-day policy applies regardless of your method of payment.

If you are behind in your tuition payments, you are responsible for paying these overdue amounts, even if you stop future lessons. Additional fees for books purchased through the studio, theory fees, or festival fees are due as well, even if you stop future lessons.

Borrowing Music Books

We occasionally allow students to borrow music books. These books are only to be written in with pencil. Borrowing books from the music library is a privilege; therefore, we expect students to take excellent care of them. If a book is returned with substantial

damage, such as torn pages, missing cover, permanent markings, or the book is lost or not returned before the last lesson of the semester, you will be charged for the cost of replacing the book.

Summer Lessons

Harmony remains open and offers lessons through the summer. During the summer, we offer three lesson packages to choose from. To hold a lesson slot with your current instructor, you must take a summer lesson package. Students who do not take lessons during the summer are not guaranteed a time slot or their same instructor when they return in the fall. Students who do not register for summer camp will automatically be placed on the 9-lesson package.

- a) 9 summer lessons (can also be taken as 6 45-minute lessons)
- b) 6 summer lessons and half-day music camp
- c) 3 summer lessons and all-day music camp

Summer lessons can be taken anytime during the summer that is mutually convenient for the teacher and student. Options such as two lessons in a week or longer lessons are also available. The summer semester begins the Tuesday after Memorial Day weekend.

Miscellaneous

Students should wash their hands before the lesson to prevent the spread of germs and keep the piano keyboard clean. They should also keep their fingernails trimmed and clean.

Online Music Lessons

We are fortunate to be able to offer online lessons while continuing to provide high-quality instruction. In the event of government mandates requiring shelter in place, we will convert 100% to online lessons for the duration. During this time, other studio policies are still in effect.

(Updated 5/2023)