

Harmony: Austin's In-Home Music Lessons

Studio Policies

512-809-2861

Contact@harmonylessons.com

www.harmonylessons.com

\$65 one-time non-refundable registration fee for new students

\$48 for 30 minute in-home lessons

\$72 for 45 minute in-home lessons

\$ 96 for 60 minute in-home lessons

\$25 Recital fee per child per semester (\$50 per year per student) (Directly pays for 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 credit card, 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. 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 received 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.

What Tuition 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 not include the recital fee as described above regarding the calculation of tuition.

Missed Lessons

Each student is eligible for one make up lesson per semester.

No-show lessons are not eligible for a make-up lesson.

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 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, the lesson is counted as a "no-show." Missed lessons without advance notice (no-shows) are not eligible for make-up and cannot be refunded.

Teacher Illness

If a teacher must cancel due to illness or another 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.

Parental Involvement

For students 18 and under, a parent must 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 group lessons are scheduled. Therefore, no individual 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. If 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 give students the opportunity to meet others of similar 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 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 understand these circumstances, please realize 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. Enrollment is on-going, cancellation is due by the 1st regardless of change is semester or school year.

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.

If you return to lessons after an absence of 6 months or more, you will be charged the registration fee. If you return after an absence of 60 days or more, you will be charged a \$35 re-activation fee.

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.

Summer Lessons:

Harmony remains open and offers lessons through the summer. The summer semester begins the Tuesday after Memorial Day weekend. 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.

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

Summer lessons can be taken at any time 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. To take more than 9 lessons or increase to 9 45min lessons please email Contact@harmonylessons.com. Enrollment is continuous between semesters, students wishing to pause lessons for the summer should submit cancellation by May 1st.

Borrowing Music Books:

Occasionally we allow students to borrow music books. These books are not to be written in with pen, marker, crayon, or highlighter. Instead, students may use pencils. 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.

Miscellaneous:

Students should wash their hands before the lesson to prevent the spread of germs, keep the piano keyboard clean, and keep nails adequately trimmed and clean.

Online Music Lessons:

We are fortunate during times of pandemics we can convert to virtual lessons while continuing to provide high quality instruction. In the event of government mandates requiring shelter in place, we will convert 100% to live online lessons for the required duration. During this time other studio policies are still in effect.