



2019-2020 GENERAL POLICIES

WELCOME TO ALL NEW AND RETURNING STUDENTS! In all Studio policies and documents, we use the words “student(s),” “you,” “your,” “families,” and “parent(s)” to refer jointly to the student enrolled in lessons; to the parent or custodian who signs the registration form; and, to anyone who may visit the Studio or Studio-related events regarding an enrolled or formerly enrolled student. We use the words “we,” “teacher,” “our,” and “Studio” to refer jointly to Studio Horowitz, LLC; its contractors and employees; and the places where lessons and/or events take place. We use the words “lessons” and “classes” interchangeably.

AT-HOME PREPARATION AND STUDENT BEHAVIOR We are deeply committed to the thorough education of each of our students, and each student is an active partner with us in this journey. Students demonstrate an interest in learning to play which is reflected both in their demeanor at lessons and their at-home preparation. Beginner and elementary students devote a minimum of three hours per week to thoughtful at-home practice; advancing students invest more time. All students make a good-faith effort to complete teachers' assignments. We maintain these high expectations because we believe that all students deserve to experience both enjoyment and progress!

SUPERVISING PRACTICE AT HOME For all students under age 9, and for many older students, at-home practice is a collaborative effort between parent and child. Parents provide students with whatever level of supervision is necessary for the student to progress.

PARENT OBSERVATION OF CLASSES In order to best assist your child at home, observation of lessons is vital in the early years of a child's education. For older students, parent/caregiver observation is always permitted.

THE PRACTICE INSTRUMENT AND REQUIRED EQUIPMENT **1.** An acoustic piano is preferred and is recommended for all students. Your piano should be tuned and serviced about once a year. A full-sized digital piano with weighted keys is acceptable for students in their first couple years of study. Students with three or more years' experience must upgrade to an acoustic piano. **2.** Metronome. **3.** Digital audio recorder: you are welcome to audio record all or part of your lessons for your own personal use at home. No sharing without teacher permission!

GROUP CLASSES AND RECITALS All youth students participate in occasional recitals, rehearsals, and Performance Workshop classes. Some are scheduled by sign-up, others are scheduled by assignment.

SUPERVISION Not provided outside of the scheduled lesson time.

GUEST TEACHERS At the Studio's discretion, lessons may be taught by a qualified guest (substitute) teacher.

INCLEMENT WEATHER We try to be sensible, but we do not follow any public-school closings. Closures are uncommon.

PRIVACY SHARING AND IMAGES We will never rent or sell your personal information! However, the Studio may share your personal information for administrative reasons, including: to help arrange lesson swaps and Studio-related activities; to enroll a student in a contest or other event; to assist in scheduling, registration, and sign-ups; to collect a past-due balance. Photographs and videos of students and parents may be used for promotional purposes including on our website. Audio/video recordings of student performances and music compositions created by students may be used for educational or promotional purposes.

DAMAGE TO THE STUDIO You will be charged for the replacement cost of equipment/items that you lose or damage.

LIABILITY WAIVER Students and/or parents agree to waive any claim(s) of liability against the Studio or any of its instructors, contractors or employees for injury while on its premises or attending its activities.



2019-2020 TUITION AND PAYMENT POLICIES

SCHOOL YEAR AND SUMMER SESSION THE SUMMER SESSION Monday, June 24, 2019 through Monday, September 2, 2019. During the Summer Session, tuition is due only for each lesson/class for which you sign up. **THE SCHOOL YEAR** Tuesday, September 3, 2019 through Sunday, June 21, 2020. During the School Year, tuition is based on equal monthly payments regardless of the number of lessons in each month.

REGISTRATION FOR THE SCHOOL YEAR RETURNING STUDENTS Submit your Registration Form and non-refundable \$35 Registration Fee (one per family) by June 1, 2019. After this date, we will still happily welcome you back, but those who register by June 1 will receive schedule priority. **NEW STUDENTS** Once we agree on a specific lesson time, we need your completed Registration Form and Registration Fee to hold your slot.

SCHEDULED HOLIDAYS The following holidays are included in your tuition and will not be credited or made up:

- Thursday, October 31: Halloween Break—no lessons
- Wednesday, November 27 through Saturday, November 30: Thanksgiving Break—no lessons. OPEN 12/1
- Sunday, December 8: Studio Open House—no lessons
- Saturday, December 21 through Friday, January 3: Winter Break—no lessons. OPEN 12/20, 1/4, 1/5
- Monday, April 6 through Sunday, April 12: Spring Break—no lessons. OPEN 4/3, 4/4, 4/13
- Friday, May 22 through Monday, May 25: Memorial Day Break—no lessons

SUMMER SESSION TUITION RATES

Summer Individual	Each 15 minute schedule block is \$19 (30 minute lesson = \$38; 45 minute lesson = \$57)
Summer Workshops	Varies by class. Some are free, others are \$19. See separate info sheet for details.

SCHOOL YEAR PROGRAMS OF STUDY AND TUITION RATES

LESSON TYPE	DESCRIPTION	MONTHLY	PRO-RATED
Bright Starts 1	Weekly 55 minute group	\$138	\$40
Bright Starts 2 & 3 A	Weekly 70 minute group with no additional lessons	\$207	\$40
Bright Starts 2 & 3 B	Weekly 70 minute group + bi-weekly 30 minute individual	\$244	\$40
Bright Starts 2 & 3 C	Weekly 70 minute group + weekly 30 minute individual	\$281	\$40
Individual 30	Weekly 30 minute individual	\$194	\$50
Individual 45	Weekly 45 minute individual	\$258	\$65
Individual 60/75	Weekly 60 or 75 minute individual	\$324	\$80
Individual FLEX: Twice per week? Bi-weekly? Partner lessons? Advanced coaching?		Ask for more info	

INCLUDED WITH YOUR TUITION Our tuition rates include the maintenance of the Studio; your teacher's time; Studio recitals; most workshop classes; and most music books.

PAYMENT PLANS OPTION 1: AUTOMATIC Your bank account or credit card will be debited on or after the 1st of each month. Ask for enrollment info. **OPTION 2: MANUAL** Deliver your payment not later than the 10th of each month. You may pay by check or cash. You may pay online using a credit card or bank account. Make checks payable to Studio Horowitz, LLC.

ADDITIONAL FEES **1.** A convenience fee of 2.9% will be added to credit card payments. **2.** A \$5 service fee will be assessed if we do not receive payment in full by the 10th of the month, all year. **3.** A \$30 late fee will be assessed if payment is 30+ days late, September through June. **4.** A service fee of up to \$30 will be assessed for each returned check and each denied bank draft. **5.** If your past-due balance is placed with a third party for collection, you will be responsible for collectors' fees including reasonable attorney's fees and court costs. **6.** Entry fees for non-Studio events, when applicable, are paid directly to the entering teacher.

CREDITS FOR TEACHER-MISSED LESSONS When the studio is closed due to unscheduled emergency or when a teacher misses a lesson and cannot make it up, the student will receive a credit (see Pro-rated amounts above). Allow 30 days for the credit to be entered on your account.

STUDENT ABSENCES Your tuition reserves a place for you in our weekly schedule and in our complete program of study, which includes much more than the time spent on any one individual lesson. Thus, the Studio has a “no make-up policy.” When a student misses a lesson for any reason (including weather, illness, vacation, sports conflicts, etc.), the Studio is not obligated to offer make-up lessons; you will not receive credits or refunds. If you are more than 15 minutes late, the lesson may be considered a no-show.

PROGRAM RESTRICTIONS 30 minute lessons are intended for beginners in their first two years of study. 75 minute and Individual Flex lessons require a teacher’s recommendation.

DISCONTINUING LESSONS—STUDENT OPTION Lessons may be discontinued by the student for any reason with a minimum advance written notice of 30 days. No refunds, credits, or tuition waivers, regardless of the number of lessons attended. To avoid all September 2019 tuition charges, notice of withdrawal must be received no later than August 1, 2019.

DISCONTINUING LESSONS—TEACHER OPTION Lessons may be discontinued by the teacher or Studio at any time for any reason. If you’ve paid for lessons which you have not yet received, you will receive a refund check. The Studio will determine the amount of any refund, if applicable.

SUMMER IS DIFFERENT It’s impossible to imagine a serious student taking off the entire summer every year. However, summer lessons are not required. Consider how much you wish to accomplish, how much of a break you need, and your family schedule. Then sign up for as many or few lessons as you wish. See the separate info sheet for additional details on what we recommend and what we aim to accomplish during the Summer Session.

SUMMER SESSION SCHEDULING An online sign-up schedule will be available by June 11, 2019. Payment will be due only for the lessons/classes for which you sign up. Find the schedule at our website (pianowitz.com/summer). If you have trouble signing up, just get in touch and we will help you!

SUMMER SESSION PAYMENTS Tuition is due by the 10th of the following month. (June 24-30 lesson payment due by July 10; July due by August 10; August due by September 10.) For your convenience, you may choose to pay ahead or as-you-go.

SUMMER SESSION CHANGES AND MAKE-UPS During the Summer Session only, you may make changes up until 48 hours in advance of the lesson. Establish a dated record of your changes. Changes or cancellations with less than 48 hours notice will not be credited or made up; you must still pay for these in full. It is specifically noted that you must also pay for any no-shows, regardless of reason.

SUMMER ONLY? NEW STUDENTS? Yes, we welcome you! A current registration form and \$35 registration fee are required for any student taking Summer Session lessons, even if you do not plan to enroll during the School Year. For new students beginning lessons after May 1 2019, we will use the summer rates and summer policies for all May and June lessons.