



## **POLICIES & PROCEDURES**

### **WHAT TO BRING**

Students should bring the following items for each visit, depending on your instrument:

**All Students: Hearing Protection\*, sign-in badge, method book, notebook**

**Vocals:** Method book, folder (with pockets for lyric sheets)

**Keys:** Method book, folder (with pockets for music sheets)

**Guitar:** A guitar (with case), strap, no less than two picks, portable tuner, cable

**Bass:** A bass guitar (with case), strap, no less than two picks, portable tuner, cable

**Drums:** A pair of drumsticks

*(Most of these items are available for purchase, see front desk for details)*

### **\*EARPLUGS & HEARING PROTECTION**

School of Rock programs include practicing, playing and hearing music at loud levels which can cause temporary or permanent damage including hearing loss. School of Rock encourages and enforces the use of earplugs or other protective hearing devices to reduce the risk of possible temporary or permanent damage or hearing loss. **Each student will receive one pair of ear plugs with their enrollment packet.** If they are misplaced, we have several options for replacement pairs that can be purchased at the school. **If a student forgets their ear plugs, we will provide them with a disposable pair and charge your account \$2.**

### **PIKE13**

Pike13 is the site we use for all of our scheduling. You should have received an email prompting you to create an account. Please make sure to do this, as we need you to view and sign our online waivers and codes of conduct before your first lesson. Pike13 is also a great tool for you to view your schedule, see upcoming bills, update your payment methods, and more. Please always call or email the front desk ([oakpark@schoolofrock.com](mailto:oakpark@schoolofrock.com)) for any scheduling needs or questions.

### **FIRST MONTH TUITION & BILLING**

The first payment will be charged to the payment method on file at the time of enrollment and lesson times are not guaranteed until payment is complete. Your first month's tuition is prorated depending on the student's actual start date. Going forward, tuition is automatically billed on the 1st of each month. Please note that there will be a 3% fee for all payments made by credit card. This fee can be avoided by using a debit card. A late fee of \$30 will be added for any bills not paid by the 7th of the month.

### **CANCELLATIONS AND MAKE-UPS**

#### **[How to Cancel/Re-Schedule Lessons Online](#)**

With the exception of major holidays, if School of Rock cancels a lesson for any reason, a make-up lesson will be provided at no additional cost. We require **at least 24 hours notice in order to receive a make-up lesson.** Under no circumstances will we issue a refund or credit an account for a lesson, regardless of notice. Make-up lessons **expire after 30 days after the day of canceling** (student must still be enrolled) and may be booked with a different instructor (subject to availability). Make-ups for group classes/rehearsals are not guaranteed (subject to availability, some rehearsals are only offered once per

week and cannot be made up). **Make-up lessons cannot be scheduled more than 14 days in advance.**

### **DISCONTINUING SCHOOL OF ROCK**

If you wish to cancel your membership or discontinue the program/lessons, **you are required to submit a written notice by email at least 30 days in advance to [oakpark@schoolofrock.com](mailto:oakpark@schoolofrock.com)**. We do not prorate the last month's tuition and students/parents are responsible for their last month's tuition whether or not they attend lessons/rehearsals.

### **SCHOOL OF ROCK METHOD APP (not applicable for Little Wing and Rookies students)**

The School of Rock Method App is a revolutionary tool created specifically for School of Rock. The Method App contains all of the musical exercises from School of Rock's proprietary Method Books, allows School of Rock instructors to assign these exercises to their students, and features revolutionary tools to aid students as they practice at home. The Method App also contains part-specific transcriptions for over 1,000 popular songs that are core to School of Rock's performance-based curriculum to help students learn their assigned songs in preparation for their performance. And of course, parents have full visibility to all activity in the app. [Getting Started with the Method APP](#).

### **SCHOOL OF ROCK METHOD BOOKS (not applicable for Little Wing and Rookies students)**

The School of Rock Method Books are a series of proprietary method books written specifically for use between School of Rock students and their instructors. These books will give students access to a structured approach to music theory, traditional notation, and technical development that combines expertise from across the School of Rock community with the insight of each individual instructor. The books are a tool to increase the depth of students' understanding, organize the presentation of key topics, document and motivate student progress, ensure a well-rounded approach to each students' education, and reinforce and expand on the techniques and concepts within students' assigned songs and parts. There are five levels of books for each instrument (guitar, bass, drums, keys, and vocals), with each level covering increasingly more challenging and complex material. Method Book 1 is included in welcome packages for new students. Method Books 2-5 are available for purchase for \$12 each as your student advances through our programs.

### **SUBSTITUTE INSTRUCTORS**

Our staff is composed of actively performing, recording and touring musicians. We value the experience and level of musicianship this type of experience our instructors bring to School of Rock, and believe our faculty engaging in these activities greatly increases our ability to inspire our students. We support our faculty continuing to pursue their musical endeavors outside of School of Rock. As a result, when a student's regular lesson teacher is away he or she will have a substitute teacher. All School of Rock faculty members are fully background checked, safety trained and well versed in the School of Rock teaching methodology. Students derive benefits from the consistency of maintaining their recurring lesson time even in their teacher's absence and in being exposed to different teaching styles.

### **HOLIDAYS**

School of Rock is closed for the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, and Holiday Break (December 24-Jan 1). We do not offer makeup lessons for the above holidays. Because School of Rock is billed monthly, there are typically about four months out of the year when a student may receive extra lessons/rehearsals at no additional charge. This balances out any missed holidays and we strive to ensure that every student receives an average of four lessons per month over the course of a show season.

## **PARENTS WHO ROCK**

We have an amazing community of parents here who interact with each other, post videos and photos, and share "been there, done that" rock and roll stories on our Facebook Group, "School of Rock Oak Park Parents Who Rock." We encourage you to join the Facebook page [HERE](#)! It's a great way to connect with other parents.

## **REMOTE LESSONS**

In the occurrence of illness such as COVID19, students may request their lesson be virtual through School of Rock Online™, our innovative online education program. To access remote lessons, students will login to [lessons.schoolofrock.com](https://lessons.schoolofrock.com) using the email address associated with their [Pike13](#) login. There is no password required. The dashboard will list the students' lessons within the next two days, alongside their instructors name and lesson date/time. The start button next to the intended lesson will launch the instructor's virtual waiting room, and you will be prompted to allow microphone and video access. At this time, your instructor will let you into the lesson room. If you have any questions or complications accessing your remote lesson, please contact us at 708-298-0002 and we will be able to assist you.

## **PERFORMANCE PROGRAM**

All Performance Program students are required to perform at the end of every show season. Our directors work really hard on developing a songlist and casting each student on a particular part for each song. The student is responsible for learning and performing their part, and everyone is counting on them to practice and attend each rehearsal and performance. If there is any chance that the student cannot make it, please notify your show director asap.

There will be a show fee of \$150 charged toward the end of the season. This fee includes ticket costs, posters, extra rehearsals, as well as venue and staff costs for your shows. The show fees enable us to play in professional venues and cover the added costs of the venue, professional sound engineering, printing, labor, and gear transportation.