

The Cecilia Studio- Policies and Procedures (The Independent Voice Studio of Tanis and Taylor Gonzaga) v.26.1

Introduction:

Hello! Thank you so much for your interest in taking lessons in our studio! I am so incredibly excited to begin this journey of making beautiful music with you.

Logistical Details:

Getting to Know Me:

Through my experience as an instructor, I have seen that many students and their families want a way to get to know our teaching style before committing to long-term weekly lessons. For this reason, we offer a 30 minute one-time “consult” lesson that also serves as a “trial” lesson for new students. Many prospective students love to schedule extra help to prepare for an audition, and this one-time commitment of a thirty-minute long lesson provides an excellent opportunity for that as well. The “consult” or “trial” lesson includes a vocal evaluation and technique tips that will help you get to know the teaching style of your chosen instructor! Please note that these one-time audition consults have a lower age limit than the consistent private lessons, and a student can sign up for as many as they want, pending the instructor’s availability. Therefore, this is also a great opportunity for younger students that are below the age of 8. Typically, my studio accepts private students for consistent voice lessons from age 8 and up. Please see the Curriculum and Pricing guide for rates.

Private Lesson Logistics:

Lessons are offered in weekly and bi-monthly packages. To maximise the depth and progress of your training, private lessons on a weekly basis are highly encouraged. For friend or sibling pairs, semi-private lessons with a maximum of three students are also an available option. Semi-private lessons can be a great way for students to have a loved one in their lesson with them and save some money! Students can also take lessons in groups of three. Payment for group lessons can be split among multiple families, as long as the entirety of the lesson fee is paid before the lesson it corresponds to. Please refer to our Curriculum and Pricing guide for rates.

Tuition Policies:

Tuition is due on a monthly basis by the 3rd of the month, but bimonthly payment options can also be accommodated in equal payments on the 3rd and 15th of a billing period. Alternative weekly payment is available upon request on a case-by-case basis. We have a variety of payment methods that we accept, including cash, check, Stripe, and Venmo. Students are encouraged to pay in person or through our online subscription platform, but alternate payment methods can be accommodated. Students are required to provide payment prior to the start time of the corresponding lesson. Payments through an online

method can be selected by the student through email correspondence with the instructor, or our online platform. If there is an emergency regarding timely payment, please contact us via email or phone as soon as possible so we can accommodate you. Please note that if a student cancels/reschedules a lesson, a full credit is applied toward a future lesson if given 24 hour notice. Refunds may be considered on a case-by-case basis, and only when cancelling lessons for an indefinite period of time. Students will also have the option to send a payment check in the mail prior to the corresponding lesson date if they feel uncomfortable making an online payment. Some rare exceptions can be made to timely payment requirements in the event of a weather/societal emergency related sudden cancellation, or other urgent rescheduling matters. We currently do not have a rescheduling or late payment fee! We understand and support our community by remaining flexible with our payment policy.

Payment for Workshops/Programs/and Recital Fees:

The Cecilia Studio also offers other opportunities for further specialised learning throughout the year. Students will be able to check the studio annual calendar in our quarterly Newsletter for information on dates for upcoming workshops and recitals. Additional fees will be charged along with usual tuition if applicable, or billed separately as appropriate. A student reserves the right to change their payment plan at any time as long as they give 48 hour advance notice before their next payment is due. Add-ons are scheduled into open instructional time in the calendar and are specified in the entry made by the student. If a special group workshop or recital is happening that week- those calendar times will already be blocked off. Students simply need to reach out to us via text or email if they wish to take part in an annual workshop or recital. Recital organisational fees and workshop fees will be due in full two days (48 hours) prior to the performance or first workshop session, unless otherwise specified..

Cancellations/Rescheduling:

If the student needs to cancel, please change your time for your lesson as soon as possible!

Lesson time changes in my live scheduling portal must be made at least 24 hours prior to the original lesson, with some exceptions granted for emergency situations on a case-by-case basis, for the student to be entitled to that makeup lesson. Upon cancellation, the student will be able to change their lesson for an alternative time that works for both our schedules- this time can be entered into the live schedule on the Music Cecilia website (which all students and their families will be given access to) or rescheduled through email communication. Please contact us if you have any trouble changing your own lesson time, we are happy to help! Typically, in-person makeup lessons will be scheduled into a currently open time in my studio calendar. If those times do not work, or all times are occupied, an alternative arrangement can occasionally be accommodated. Priority will always go toward rescheduling a lesson within those times for the sake of work/life balance. If the Cecilia studio instructor has to cancel a lesson due to a family emergency, illness, or other such circumstance, then the student is also entitled to a makeup lesson in person, and we will reach out to the student personally. Last minute cancellations on the part of the instructor are exceedingly rare and only made if absolutely necessary.

Families are encouraged to reschedule a planned or unforeseen absence within seven (7) days of the original lesson date. Lessons not rescheduled within this time frame may be accrued as a make-up in-person lesson. Students may accrue a maximum of four (4)

in-person make-up lessons. All in-person make-up lessons must be scheduled within six (6) weeks of the original lesson date. **It is the duty of the student to ensure they request makeup lessons in a timely manner!** Instructors will make one (1) attempt to schedule a makeup via email at the beginning of the month when confirming schedules. When the six (6) week make-up lesson window has expired, the instruction time will be delivered as a pre-recorded lesson video.

Temporary leaves from the studio can be accommodated! If the student wishes to keep their spot in the studio but needs to take a temporary leave from in-person lessons, the time can remain reserved and make-up lessons will be accrued. Alternatively, instructional time can be delivered to the student in the form of fifteen to thirty minute (15-30) online pre-made lesson videos. The videos supplied will be relevant to the student's current progress. Payment is due on schedule as usual. Make-up lessons must be completed within sixty (60) days of the student's return from their conflict. After sixty (60) days, the makeup lesson entitlement will expire and the student will forfeit any claim to remaining makeup lessons. No refunds will be issued. Payments for larger amounts of makeup lessons will still be made in accordance with the students regular payment plan for typically scheduled lessons, payment deadlines will not change even if the lesson times do. This policy is in place for the sake of easing scheduling stress on the part of both the student and the instructor.

Scheduling information:

As of 2024, The Cecilia Studio will be implementing a live scheduling feature viewable by link 24/7 to foster a more seamless and organised method of adapting studio scheduling for both the instructors and the students. All students and their family units will be given access to the live schedule, which can also be accessed publicly (for viewing only) through the Music Cecilia website. Current students will be given access to sign up for time slots within the available instructional time. Students will be able to swap for a different lesson time when they need to reschedule a lesson because of an upcoming conflict, and they will be able to clarify what that claimed time will be used for (makeup lesson, add on, etc...). Scheduling changes should be addressed to the schedule page or sent to admin@musiccecilia.com for my administrative assistant to review. Your instructor will also still be accessible via email and phone if any additional clarifying information is needed. Weekly instructional hours and calendar will be updated frequently, to make sure students have the most current information. As another friendly reminder- a student has to give at least 24 hours advance notice via email, phone, or on the calendar in order to be entitled to the makeup lesson. Students will not be granted a makeup lesson for changes made at the last minute unless there is an emergency circumstance. If your reason for changing your lesson is due to an emergency, please also reach out to us via email in addition to changing your time and we will work with you. This also applies to drop in consultation students.

No Shows:

If a student accidentally forgets about a lesson they scheduled, or something comes up and they are a no-show for any other reason, we will reach out personally to you to gain more information on the matter. The first two no-shows on the part of a student will be met with a warning- if a student does not show up for a lesson without advance notice three or more consecutive times, this will be grounds for dismissal from The Cecilia Studio without a refund. There are no refunds for no-show lessons, and unless in the case of an emergency, no-show lessons are not entitled to a scheduled makeup.

Instructor Absence Agreement:

In the case that your usual instructor is sick, out of town, or otherwise occupied with other community engagements, the alternative instructor may step in to avoid having to reschedule a lesson. You may also always request a temporary alternative lesson time in the form of a make-up lesson. As both teachers and active performers, occasionally we are called upon to complete a performance obligation based out of the state or country, or will have to travel for other personal reasons. While this will not happen more than a few times per year, makeup lessons for students will be completed online via zoom whenever possible, or via an emailed materials package. These user-friendly in-advance lessons can be sent right to the student's mobile device if preferred, and will be in the form of an unlisted YouTube link. These virtual pre-made lessons will include supplemental materials, recorded lesson videos, and practice notes for each lesson we cannot be in person to teach. Pre-made video lessons for these teacher absences will serve as the default.

Societal Emergencies:

Please note that in the case of a societal emergency: natural disaster, political riot, pandemic, etc...all cancellations of already scheduled/paid for lessons due to said emergency are non-refundable, but immediate withdrawal without advance notice will be granted in such special circumstances should the student or instructor deem it necessary.

Studio Breaks:

As of May 1st, 2024, The Cecilia Studio will take four quarterly breaks during the year. One spring break (typically scheduled around Easter time), one summer break (usually scheduled in July), a fall break (usually scheduled in September), and a two-week winter break during the Christmas/New Year holidays in the winter. Specific dates for those breaks will be presented to students within sixty (60) days of the start of the break. All calendar dates are tentative and subject to change. Students will not be financially responsible for lessons that would have taken place without the break, so no scheduled make-up lessons around that time will be necessary.

Refunds:

The Cecilia Studio has a **no refund policy** for lesson cancellations, but the student will always be entitled to the appropriate makeup lesson/supplemental materials mentioned above so they are getting the value of their lesson payment no matter what, as long as they communicate in a timely manner! Please note that all supplemental online materials are the intellectual property of Opera Cecilia LLC and by signing this document you are expressing a clear understanding that the distribution or selling of these materials without company consent is strictly prohibited.

Withdrawal From Lessons:

If a student needs to withdraw from lessons, the student or guardian must send notice a minimum of two weeks prior to the date they intend to cease lessons completely.

Waitlist:

There are no alternative consistent private lesson times available outside of the times listed on the live schedule. These times also include the time available for consults. If you wish to join the studio but are only available for a lesson time that is already taken, please send us an email at admin@musiccecilia.com and we will be happy to add you to the waitlist for that

lesson time. If that time opens up, the top student on the waitlist will be offered that time first, and it will go down the order from there. The waitlist order is determined on a first come, first served basis.

Behavior Violations:

As the CEO of Opera Cecilia LLC and its operating names “CECILIA”, “Music CECILIA”, and “The CECILIA studio”, I, Taylor Gonzaga, reserve the right to immediately dismiss a student or the family member or guardian of a student from the studio, in private lessons or group classes and performances, if that student or student affiliate displays behavior that is deemed inappropriate and disrespectful in nature toward instructors, my home, the occupants of my home, or a fellow student. The first behavior violation on the part of the student will be met with a clear warning, but if the behavior continually persists, that student will be dismissed from the Cecilia Studio without a refund.

Statement of Right To Change:

As CEO of the Cecilia Studio and Opera Cecilia LLC- I reserve the right to change any studio policy, scheduling method, lesson time, studio calendar date, or studio promotional media at any given time should I find a change to be necessary. This being said, if a lesson time needs to be changed on the part of the instructor, we will always do our due diligence to work with the student to find a solution to the change in a timely and respectful manner.

Student Recitals:

We are pleased to announce that we will be organizing two-three (2-3) recital performance opportunities for students each year! These recitals will only take place if at least eight performers are committed and ready to sing, and all loved ones of students/members of the community are welcome to attend and be a respectful and supportive audience! Current tentative recital dates are listed on my studio's annual calendar. Students will be invited to perform a maximum of two vocal selections at the recital, and may also be invited to engage in duet/ensemble collaborations with other members of the studio! Students will perform with electronic backing track at student recitals, unless otherwise specified by the instructor, and there will be a mandatory recital dress rehearsal at the venue scheduled shortly before (or on the day of) the event.

About The CECILIA Studio:

All studio lessons are currently taught from our home studio. The address will be given out to students following official registration. The studio is equipped with a state-of-the-art upright electric piano, extra seating, a music stand, and supplemental technology. If students need to use the restroom or get a quick drink of water during their lesson, my home will be available for use. We work hard to keep the studio space and the rest of our home regularly cleaned at all times. Students are required to be free of all flu-like or COVID-19 symptoms prior to entering my home or studio space. Masks are currently optional in my studio, but the student is welcome to take their lesson in a mask if that will help them feel more comfortable. We are also happy to require instructors to wear a mask for any student or parent who requests it during a lesson. If a student or member of a student's household knows they have been exposed to COVID-19, please contact us as soon as possible and we will schedule a makeup lesson or complete that student's corresponding lesson online. If a student contracts COVID-19, then the student must wait the CDC recommended ten days since the onset of symptoms and have been free of a fever for at least 48 hours prior to

resuming lessons in person. There is ample street parking available for students and their families in front of and surrounding our home. Please refrain from parking in the driveway for longer than drop-off purposes, as we frequently need to leave our home to complete appointments and errands in the community. Please note that we are avid animal lovers in my home, and we have three very friendly and energetic dogs. We make a point of keeping them in the dog run or in a separated part of the home during lessons, so that they do not create a disturbance or interact with students or their family members. The most you will hear of them is a bark every now and then unless you would like to meet them! If there is a student that wishes to take lessons and has a fear/aversion/or allergy to dogs or small animals, please let us know and we will make sure they are kept out of that student's sight and that the studio space is diligently cleaned before they arrive. My studio is also equipped with a small seating area if a loved one wishes to sit in on their student's lesson or would like a comfortable place to wait for the lesson to be complete. Coloring supplies to entertain young siblings of students are also available! Loved ones of students are encouraged to use their discretion when sitting in on lessons to make sure they are not posing a disruption to the students' learning or overall lesson experience.

Online Lessons:

In addition to offering in-person lessons through the studio, We are pleased to offer an online lesson option for private/semi private voice, or for the audition/repertoire consultation. All online lessons are conducted via zoom, with meeting details given upon registration. Online lessons are priced the same as in-person lessons, and all online students are subject to all of the Cecilia Studio policies and procedures mentioned above. This is an awesome option offered for students who are not located near us but still wish to join the studio, for disabled/homebound students, or for students who would still like to maintain social distancing protocol. We are also open to a hybrid of in-person and online lessons upon a student's request. Please note that in the event of inclement weather, in-person lessons will automatically go online at their regularly scheduled time unless the student wishes to change that lesson time completely. We will always reach out to students personally in the event of weather related schedule changes.

Statement of Non-Discrimination/Accommodation for Disability:

While the studio is named after the patron saint of music in the Catholic Church, we are not a specifically religiously affiliated educational organisation and we make it our personal mission to be welcoming of students that come from all backgrounds, religions, and world views. The Cecilia Studio does not discriminate against any student on the basis of race, ethnicity, socio-economic status, pregnancy, religion, gender identity, sexual orientation, or disability. We strongly believe that music is not meant to be exclusive, and we work hard to create a welcoming environment to all in the studio. If you are someone who has a disability and wishes to take lessons, please reach out and we will make sure to accommodate you in any way that we possibly can. We have significant amounts of experience working with disabled, neurodivergent, and students that have been through a variety of trauma, especially those in the hard of hearing community or on the autism spectrum. We are always willing to do everything in our power to see that your instructor is the best fit to serve your needs! Some studio policy exceptions can be granted for students with special circumstances on a case-by-case basis.

Contact Information:

For any additional questions or to reach out to us regarding scheduling or payment concerns, please contact us at **admin@musiccecilia.com**, or call Taylor at **218-341-2246** for urgent needs. Tanis can be reached at **360-521-5208**. We can typically get back to you within a few hours!

Please note that all students/student guardians in The Cecilia Studio will be required to read and sign a copy of the policies and procedures form upon initial lesson enrollment. If a student or the student's family refuses to or neglects to sign this form after a courtesy reminder, then enrollment in The Cecilia Studio may be cancelled.

We are so excited to begin this amazing journey, and I want you to know that we will always be here for you! Together, we will work as a team to make your voice/musical experience the best and most authentic that it can be.

Date:_____ **Document Version:**_____

Signature (Student):_____

Signature (Parent/Guardian if student under 18):_____

Primary contact phone:_____

Primary contact email:_____

Secondary contact phone:_____

Secondary contact email:_____

Statement of consent for use of personal information/media likeness:

- ☐ By checking this box, You hereby consent to the use of student contact information for the purposes of studio updates and scheduling only. This may include the use of the student's phone number and email.
- ☐ By checking this box, you consent to opting in to receiving messages from any third-party scheduling system we may use, such as text and email notifications.
- ☐ By checking this box, You hereby consent to the use of you/your students image being used for promotional purposes within the Cecilia Studio- including photographs and videos shared to social media (Youtube, Instagram, Facebook), the studio's professional website, or in printed media (posters, flyers, etc...) to promote upcoming studio events. Students reserve the right to withdraw consent on account of changing their minds at a future date after written communication with the studio founder (Taylor Gonzaga).