



Private Lesson Policy beginning 8-28-2023 updated June 2024

FEES

New students starting with Keys and Strings are billed at \$145.00 per month. This pricing structure includes past students who returned after more than 30 days absence.

Months of July and August are discounted to \$115 per month (for 30 minute lessons, extended lessons will get an incremental credit) **for families who studied with us through the entire school year. This post covid summer discounted policy will be discontinued August 2024.**

Families who join our teaching schedule starting in the summer quarter will be considered new, and charged the school year per month fee. **This monthly payment guarantees you or your child have a lesson at their set day and time 46 weeks a year.** Some months you may have 4, 5 or 3 lessons depending on how the days of the week fall. By maintaining your same day of the week, you **are guaranteed 46 lessons**. Switching days may forfeit this guarantee. This change is to allow us to accommodate missed lessons (up to 2 per student) throughout the year, which is different from our previous policies.

Fees are not reduced for any reason **EXCEPT** when starting after the first lesson of the month as a new student. Leaving your educators schedule mid-month does not equate a credit or reduced fee. Monthly fees are due on the first lesson of the month. Card on file may also be used for auto billing, and you can indicate so on your saved card info. We also accept cash/check/credit /debit cards in the studio. Saving a card on our square account indicates your permission to auto charge card. Fees not received by the 8th business day will incur a \$10.00 late fee. Books are an additional fee.

Missed Lessons

Starting in the new academic calendar year 2023-2024 we are allowing 2 reschedules at any time of the year per student. This can be used for any reason with at least 24 hours notice. We will have a new online platform with offerings on our website for you to schedule these. Text at 203.530.8313 to notify us of your absence prior to booking reschedule. May not be with your usual educator.

Planned Closures on our Calendar

Regular studio closures (part of the 46 lessons per year schedule) are **NOT** rescheduled.

Bad Weather

In the case of inclement weather, please phone the studio at 203-265-1500. If the studio makes the decision to close or cancel lessons due to teacher illness or bad weather, we do reserve several of our off days for snowday reschedules. These are noted in the annual calendar. We also post closures on our studio calendar, Facebook page, WTNH and WFSB. Only power outages will be an allowable reason for rescheduling a bad weather lesson. Virtual lessons are an option on bad weather day if the studio is open and you are not comfortable driving.

Illness

If you are in-person at the studio please make sure you switch to virtual immediately if anyone **in your household** has had any of the following symptoms in the last 24 hours:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If your musician is well enough to participate in a lesson we will do so virtually at their lesson day/time. If they are too ill to participate we will reschedule (though it may be with a sub) and dependant on availability. Do not attend your in person lesson if a fever of 99 or higher, stomach distress, pink eye or green discharge from eyes or nose. Sickday misses will also apply to our 2 reschedule policy throughout the year. We cannot guarantee availability.

Student Practice Policy

Private lesson students are required to practice. Taking lessons for sake only is discouraging to the child, parents and teacher. Students who repeatedly do not practice will be given a 30 day written warning, and if improvement is not made will be removed from our schedule. Students or families who are repeatedly unprepared, disrespectful or rude will be dismissed with no refund of monies.

Recital Policy

Only current students of Keys & Strings are allowed to participate in recitals. This means that unless the student is currently enrolled in lessons the month that recital is held can they participate. This will help maintain quality of technique and performance. We want our musicians to always put their best foot forward. The only recital fees are tickets for audience members.

Summer Lessons

Lessons with Keys & Strings are a year-round event. Please understand that if you make the choice to take the summer off, your lesson time will not be held. Only families who continue lessons through the summer or choose to continue to pay for lessons throughout the summer are guaranteed their school year time held.

You are maintaining an educational slot on your teacher's schedule, and practice and lessons year-round are for the benefit of the student. Please compare this to your child's school studies. Schools send home packets of math work and reading lists to maintain the level your child was in when they left for summer holiday. It is discouraging for children who have not maintained their level of study in ANY form (reading, sports, music) to have to take a step back in September to relearn what they've lost.

Leaving the Studio

If you choose to end lessons, as a courtesy to your educator and the continuity of their livelihood we require a 30 day WRITTEN/EMAILED notice of leaving the schedule. Failure to give notice of 30 days would mean that you would still be paying their fees for the next 30 days. Leaving the schedule mid-month will not equate a decrease in fees unless 30 days' notice was given. I.E. June 1st notice to be off schedule for July. Sept 15 notice will mean you are paying through October 15.