

# Sara Marie Music Studio Policies

EMAIL: [seewithsaramarie@gmail.com](mailto:seewithsaramarie@gmail.com) PHONE/TEXT: 570-407-3641

WEBSITE: [www.saramariemusic.com](http://www.saramariemusic.com)

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## Payment Agreement:

- **Payment in full is required at the first scheduled lesson of the month for the entire month's lessons.**
- **Payment must be full amount for month, unless another amount was agreed upon by you and the lesson teacher.**
- CASH , CHECK, VENMO, CASHAPP or PAYPAL is accepted as payment. If paying by check, please make it out to **Sara Courtney**. If a check bounces, you will owe the amount of the check and any bounced check fees related. All must be paid in full within 5 business days of occurrence. A convenience fee of \$4 will be added to lesson fee for anyone using Paypal goods and services. If sending through Paypal 'friends and family', there is no convenience fee.
- **If you are doing online lessons or miss your first scheduled lesson, payment must be paid via Paypal, Venmo, or by sending payment through the mail on or before the 15<sup>th</sup> of the month.**
  - **A late charge of \$10 will incur after the 15<sup>th</sup> of the month if payment is not received and lessons will be discontinued until full payment is received.**

## Cancellation Policy:

- **A 24-hour notice is needed when canceling a lesson. Lessons canceled in less than 24 hours will be forfeited and will not be reimbursed. This includes makeup lessons.** (Except in an emergency-see below). Please notify me by cell phone (570-407-3641), text message, or email: [seewithsaramarie@gmail.com](mailto:seewithsaramarie@gmail.com). **Emergency cancellations-** (Emergency cancellations examples: death in family, traffic issues, car trouble, sudden illness, family emergency, etc.) **Cancellations for illnesses must be made no less than 2 hours prior to the scheduled lesson/makeup lesson or the lesson will be forfeited. Scheduling makeups due to emergency cancellations will be done on a case-by-case basis.**
- **No-shows for regularly scheduled lessons will not be reimbursed, prorated, or rescheduled.**
- Canceled or missed make-up lessons will not be rescheduled, prorated, or reimbursed.
- A month's notice is required to terminate lessons completely. No refunds will occur for remainder of paid lessons or makeup lessons outstanding if termination notice is given in less than a month.
- Hiatus from lessons- Slots will only be held during a hiatus by paying the full monthly lesson fee. If you choose not to pay to hold your slot, it will be filled and you will have to find another available time or be put on a waiting list. Outstanding makeup lessons are forfeited if not made up before hiatus begins.
- In the event that a student is not showing commitment, demonstrates a lack of interest in learning, is excessively canceling lessons without reason, or has not shown progress, teacher reserves the right to discontinue lessons.

## Make-up lesson Policy

- **Parents/students are responsible for contacting teacher to reschedule ALL canceled lessons.** Parent/student is responsible for keeping track of all lessons missed. This includes emergency cancellations. Parent/student must contact teacher to schedule a canceled lesson within 45 days from the date of the missed lesson. If makeup lesson is not scheduled within this time frame, the lesson will be forfeited.
  - **Makeup lessons can be done in person or online via Facetime, Zoom or Skype.**
- **Teacher is not responsible for keeping track of a student's missed lessons. Parent can request to be notified if openings due to cancellations become available.**
- If your lesson falls on a day of the month that occurs 5 times, you may:
  - Choose to skip the 5<sup>th</sup> lesson and have a break that week
  - Use the 5<sup>th</sup> lesson of the month as a makeup lesson
  - pay for 5 lessons for that month.

\*You must inform the teacher of what you would like to do at the beginning of the month otherwise the slot will be filled for other makeup lessons.

- **Teacher cancellation-** If the lesson teacher must cancel a lesson with a student, the teacher is responsible for rescheduling at the student's convenience. If, for some reason, we cannot make up the lesson, payment from that lesson will be prorated or reimbursed.

**Online Portal MyMusicStaff**

- Online portal is available to all students and parents. Parents can check balances owed, view the calendar, read announcements, send messages, and cancel/reschedule lessons. Students will have access to recordings for all warmups, keep a practice log, and view their calendar. Please make sure to create a login password and log on regularly. The website is [www.saramariemusic.com](http://www.saramariemusic.com).

**Lesson Options**

- In-person lessons: Students can take piano or voice lessons in person in studio at my home studio at 2913 Village Square Dr., Dover, PA 17315.
- Online lessons: Students can take piano or voice lessons online using Zoom, Facetime, or Skype.
  - **Zoom-** Sara Courtney's Personal Meeting Room  
link: <https://us04web.zoom.us/j/5211081605?pwd=M3FBMU1uanZMc2dSUjQwYVpLZU1tUT09MeetingID:5211081605Password:SMMusic>  
\*Please make sure you have the updated version of Zoom
  - **Skype-** my Skype handle is "scourt0803."
  - **Facetime-** You can use my phone number to reach me through FaceTime. 570-407-3641
- \*See Covid-19 policy sheet for more info regarding studio policies during this pandemic.

**Additional things:**

- If your child forgets to bring music to a lesson, they should still attend. They will always have something to do. If you choose to cancel anyway, no reimbursement will be given and the lesson will not be rescheduled.
- No Lessons during the following Holidays: Memorial Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Halloween, July 4<sup>th</sup>
- Inclement weather: In case of inclement weather, all lessons will be moved online. If you choose not to do your lesson online, you have the option to reschedule it.
- Recitals – There will be 1-2 studio recitals per year. Recitals allow students the opportunity to put to practice what they are learning in lessons. It is also a good time for parents and friends to come and see how the students have progressed. Participation is greatly encouraged! =D

I, \_\_\_\_\_, ( Parent / Student ) have read the Sara Marie Music Studio Policies. On this date, \_\_\_\_\_ I confirm that I understand and agree to comply to all policies outlined. Failure to uphold this contract will result in student's immediate dismissal from the studio and forfeit of all scheduled lessons , makeup lessons and payment credits.

Parent/Student Signature \_\_\_\_\_  
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