

GENERAL INFORMATION, POLICIES AND PAYMENTS

Studio Contact: musicheals@r2rent.com 207-266-4780 (text or leave message)

GENERAL

- The studio is open for in-person lessons. Please provide your own water.
- Ample time is allowed for disinfection between lessons. Hand sanitizer available.
- Lessons via ZOOM are also available.
- If you have any of the following symptoms, let me know and stay home: cough; fever/chills; sore throat; fatigue; congestion/runny nose; nausea/vomiting/diarrhea; body aches; difficulty breathing; new loss of taste or smell.

POLICIES

Attendance

- Students are expected to attend each scheduled lesson and **bring printed copies** of all assigned music.
- From your *MyMusicStaff* (MMS) account you can access the monthly calendar to schedule and cancel/reschedule your lessons.
- You will receive a reminder 24 hours prior to your lesson.
- More progress is made if only the student and the teacher are in the room.
 - Parents: You are welcome to be in the studio for the first few lessons to become familiar with what I do. If there is a particular area in which you can help your student, I will bring you in at the end of the lesson.
 - Students' Friends: Kindly refrain from inviting your friends to sit in on your lesson.

Scheduling, Cancellations, rescheduling and Make-up credits/lessons

- Use the Student Portal to schedule your lessons. Consider very carefully your selections PRIOR TO entering into the calendar. Cancellations made at least 24 hours before the scheduled lesson time will receive a make-up credit. No make-up credits are issued during the summer session.
- Unexcused absences receive no make-up credit and must be paid for.
- **Make-up credits are limited to two (2) per session and may not be carried over to the next session! Unused make-up credits reset to zero at the end of the term.**
- You are responsible for rescheduling the make-up lesson by using the online calendar in your MMS account. Several open lessons are available. Make-up lessons may be scheduled only after the make-up credit has been credited to your account.
- To receive a make-up credit you must cancel the lesson in the MMS calendar.
- Day of/emergency cancellations may receive an excused absence make-up credit with my approval. For this type of cancellation, please contact me directly via phone, text or email.
- As soon as you know you need to cancel/reschedule a lesson, please do so using the online calendar. If within the allowed time frame, your cancelled lesson will automatically convert to an open lesson so someone else may register for that time.
- **Missed make-up lessons will be charged at your normal rate.**

Weather

- In the event of inclement weather/school closings, lessons will be conducted via ZOOM.

Studio Closings

- If I must close the Studio for whatever reason, you will be notified via email/text/phone.

Payments

- **ALL LESSONS SCHEDULED AS OF THE 1st OF THE MONTH MUST BE PAID FOR BY THE LAST BUSINESS DAY OF THAT MONTH!**
- Invoices are sent to the “Preferred Invoice Recipient” (as indicated on the registration page) at the beginning of the month for that month’s lessons.
- “Reminder invoices” are sent toward the end of the month for those who have not yet paid.
- Partial payments are accepted as long as the total amount is paid by the last business day.
- Credits for excused absences will be applied to the following month.
- Unpaid balances will be added to the next month’s invoice and will incur a 3% charge.
- Payment methods:
 - Cash
 - Check (payable to Malen Hsu)
 - PayPal using the link on the invoice
 - Facebook
 - Venmo (@Malen-Hsu)
- If you cancel a lesson and cannot reschedule by the end of the term, you will not receive a refund.

Withdrawal from lessons

- A 30-day written notice of withdrawal must be received with the month’s payment in full.

TYPES OF LESSONS

- Lessons / scheduled lessons
 - those that are scheduled as of the first of the month
 - 30 minutes (\$30) 45 minutes (\$45) 60 minutes (\$60)
- Make-up lesson
 - make-up credit required
 - to be used to make up a lesson you need to cancel
 - must be scheduled at least 12 hours in advance
- Extra Lessons
 - to be used for extra help for assigned solos for musicals/theatre, or extra study
 - may not be used for make-up lessons
 - all are 30 minutes - \$30
 - must be scheduled at least 12 hours in advance
- Audition Prep
 - One does not need to be a current student to attend.
 - Individual sessions are highly recommended prior to the workshop.
 - Workshops:
 - Review audition process and etiquette
 - Attendees “audition” in front of each other

MUSIC PURCHASES

- It is best to consult with me prior to purchasing music, so you have the correct key and arrangement. I will provide the information you will need to order the music and can usually give you a direct link.
- If I purchase the music for you, I will charge you my cost, plus Maine sales tax. The purchase will be added to your next invoice.