

INFORMATION

Contact: musicheals@r2rent.com 207-266-4780 (text or voice mail)

GENERAL

- Lessons are in-person (preferred) or by ZOOM.
- Ample time is allowed for disinfection between lessons. Hand sanitizer 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. This applies as well if you have “a slight cold.”

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.

Visitors

- More progress is made when only the student and the teacher are in the room.
- Parents: You are welcome to be in the studio for the first couple of lessons to become familiar with what I do. After that, 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

- Use the Student Portal to schedule your lessons.
- As soon as you know you need to cancel/reschedule, please do so using the online calendar. Cancellations made at least 24 hours in advance will not be billed.
- Unexcused absences receive no make-up credit and are billable.
- Missed rescheduled lessons will be billed at your regular rate.
- In case of an emergency cancellation, please contact me directly as soon as possible

Weather / Studio Closings

- In the event of inclement weather/school closings, lessons will be conducted via ZOOM.
- If I must close the Studio, you will be notified via email/text/phone.

Invoices / Payments

- Invoices are emailed at the end of the month with payment due by the 10th of the next month.
- Partial payments are accepted with payment in full due by the 10th .
- Unpaid balances incur a 3% charge.
- Monetary credits expire after six (6) months.
- Accepted payment methods:
 - Cash
 - Check (payable to Malen Hsu)
 - PayPal using the link on the invoice
 - Venmo (@Malen-Hsu)

Withdrawal

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

MUSIC PURCHASES

- Please 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 often provide a direct link; or
 - purchase the music for you, charge you my cost, plus Maine sales tax, and add the purchase(s) to your next invoice.

TYPES OF LESSONS

- Lessons
 - those that are scheduled as of the first of the month (may change during the month)
- Extra Lessons
 - used for extra help for assigned solos for musicals/theatre, or extra study
 - all are 30 minutes
 - 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 (Master Class):
 - ◆ Review audition process and etiquette
 - ◆ Attendees “audition” in front of each other