

## LESSON 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.

### 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 and Make-up credits/lessons

- Use the Student Portal to schedule your lessons.
- Cancellations made at least 24 hours in advance may qualify for a make-up credit.
- 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 convert to an open lesson for someone else to use.
- Unexcused absences receive no make-up credit and must be paid for.
- To receive a make-up credit, you must cancel the lesson in the MMS calendar.
- **Make-up credits are limited to two (2) per 3-month period and may not be carried over. Unused credits expire 90 days after issuance or at the end of June, whichever is earlier.**
- Make-up lessons may be scheduled only after the credit has been added to your account.
- 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.
- **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.

### Invoices / Payments

- Initial invoices are emailed toward the middle of the month
- Final invoices are sent toward the end of the month as reminders and will include any changes that may have occurred since the initial invoice.
- Partial payments are accepted with payment in full due by the date indicated on the invoice.
- Unpaid balances will be added to the next month's invoice and will incur a 3% charge.
- Credits incurred after the final invoice will be applied to the following month.
- If you cannot reschedule a cancelled lesson within three (3) months, you will not receive a refund.
- Accepted payment methods:
  - Cash
  - Check (payable to Malen Hsu)
  - PayPal using the link on the invoice
  - Venmo (@Malen-Hsu)
- Monetary credits expire after twelve (12) months.

### 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 (may change during the month)
  - 30 minutes    45 minutes    60 minutes
- 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
  - 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

### 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.