

Stearns Matthews Vocal Studio

Studio Policies

(...or “Long-term Friendship Agreement”) ☺

Tuition For Lessons

Lesson Length	1 lesson	Monthly (4-lesson month)	Monthly (5-lesson month)
30 minutes	\$45	\$160 (\$40 per lesson)	\$200 (40 per lesson)
45 minutes	\$60	\$210 (\$52.50 per lesson)	\$262.50 (\$52.50 per lesson)
60 minutes	\$75	\$260 (\$65 per lesson)	\$325 (\$65 per lesson)

Here's what you can expect from me...

- I promise to treat my students and their families with care and respect.
- I will always give you my best when it comes to instruction.
- I will always return your call, email, or text in a timely and professional manner.
- I will do my best to always be on time.
- I will always listen when you have a concern, and try my best to solve the problem.
- I will always own up to my mistakes. (On the rare occasion that I am human...)
- I will always be there for any student for any reason.

Here are a few ways you can help!

- Be on time.
- Do your best to keep your lesson time consistent every week—a reschedule once in a while is okay, but consistency is a key to success!
- Let me know if you see a way I can improve my services. I want to serve you in the best way possible! If I see a way to make it happen, I'll make it happen.

Damage to my stuff or property...

- This may seem like overkill, but we're getting the “business” stuff out of the way upfront, right? I occasionally lend sheet music to students. If you or a member of your family damages or misplaces something I've lent to you, please offer to make it right. We're friends here!

Paying me:

- I accept cash, check, or credit card.
- Payment for individual lessons is due at the lesson unless prior arrangements are made.
- Payment for monthly lessons is due at the first lesson of the month.
 - Alternatively, if you prefer for monthly lessons, I can charge your monthly payment to a credit card on file.

Cancellations

- Cancellations by me:
 - If I cancel a lesson for any reason, I will make it up. If for some reason that's not possible, it will be credited back to you.

- By default, I don't teach lessons on most "bank holidays," like Christmas, Memorial Day, Thanksgiving, etc.
- If we need to cancel a lesson due to unsafe weather, I will let you know by 9am that day.
- Cancellations by you:
 - If you need to cancel a lesson, you must notify me 24 hours in advance; otherwise lesson time will be charged/forfeited regardless of attendance. This policy is in force, with exceptions of extreme illness or emergency (to be judged per situation). Please note that 10pm the night before your lesson is not 24 hours. 😊
 - If you cancel at least 24 hours before your lesson time, I'll do my best to reschedule it with you. Schedules are not always easy to align, so please understand that this is not a guarantee.

Leaving the Studio

- I'm sorry to see you go! Prepaid tuition is nonrefundable.

Electronic Communications Policy

- I will primarily communicate with you through email or text. This is to help us both remember what we said, when we said it, and how! Because of the nature of my work and schedule, I'm not always available to talk, so please try a text or email before a phone call. I'm a quick responder!

Autographs

I have read and agreed to these policies. Let's get singin'!

Name

Date

Signature

Student's Name (if different)

Stearns Matthews, teacher