

## STUDIO POLICY

I am committed to providing you or your child with the highest quality music education. To ensure this, I require cooperation regarding payments, missed lessons, and holidays. Below is an outline of my studio policy:

### 1. Lesson Schedule

- Private lessons are held weekly for 30 minutes or 1 hour.
- Piano Lab sessions last 1 hour and 15 minutes.
- Chopin Kinder sessions last 55 minutes.
- Please do not leave your child unattended after class time. My schedule is very structured, and I need to focus on my lessons. Additionally, there are evenings when I must leave early, and your child may be my last student.

### 2. Missed Lessons & Make-Up Policy

- Lessons can only be excused in cases of emergency. For all other scheduling conflicts, a minimum 48-hour notice is required.
- Canceled lessons may be rescheduled at my convenience. However, if a make-up lesson is canceled, it cannot be rescheduled again.
- If you accumulate more than one pending make-up lesson, I can only provide the last one due to time constraints.
- Given the limited availability for make-up lessons, students may submit a video of their assigned homework during their lesson time, and I will provide a tutorial video in return.

**a. Private Lessons:** If necessary, may be rescheduled as a Piano Lab lesson. **b. Chopin Kinder Lessons:** Due to limited teacher availability, make-up sessions are difficult. However, I can offer a 25-minute session during a Piano Lab, as younger children (ages 3-5) may struggle with traditional lesson structures.

### 3. Non-Emergency Cancellations & No-Shows

- Non-emergency cancellations, last-minute cancellations, and no-shows will be charged the full lesson fee.

### 4. Tuition & Payments

- Tuition is due on the **7th of each month**, regardless of attendance.
- Statements will be provided in advance; please send payment by the next class or mail it if absent.
- A **\$10 late fee per child** applies for payments made after the **10th of the month**.

### Rates

- Tuition is a **monthly flat rate** covering an average of **four lessons per month**.

## Accepted Payment Methods

- Check
- Cash
- Zelle: claucossio@hotmail.com

**Payment should be made directly to Chopin Studio and not to any third-party individuals, instructors, or entities.**

## 5. Rate Confidentiality

- Clients agree **not to disclose** rates or fees to instructors or third parties without prior written consent.
- Clients acknowledge that rates and fees are confidential and proprietary information.
- Tutors must not solicit or accept direct payment from students or parents outside of the agreed-upon structure.

## 6. Deposit Policy

- A deposit of **one month's tuition** is required at enrollment and will be applied to the **last lesson**.
- The deposit is **non-refundable** and must be used with **one month's prior notice**.

## 7. Registration Fee A one-time registration fee covers:

- Processing fees
- Starter Kit: Book, Technique Chart, Tote Bag, Chopin Talking Doll, Water Bottle, and a Studio T-Shirt (encouraged to be worn weekly for a sense of belonging).

## 8. Summer Vacation Policy

- Students may take an optional break from **June 15th to August 15th**.
- **June tuition** covers the first two weeks of June and the last two weeks of August.
- Summer programs are available for those who wish to continue lessons.

## 9. Holidays

- Some months will have **five** lessons at no additional charge, while others may have **three** lessons. Over the year, this balances out to **four lessons per month**.
- No lessons will be held on the following days:
  - Spring Break
  - Thanksgiving Week
  - Christmas Break (2 weeks)
  - Memorial Day
  - Labor Day
  - Good Friday
  - October 31st (Due to high absence rates, no make-up lessons will be offered for this day.)

If you have any questions about this policy, please feel free to ask. I want your experience at Chopin Studio to be a positive one!

**Claudia Cossio** Chopin Studio

