

POLICY AGREEMENT

for new students

We are committed to providing the highest quality professional service possible. To support this, we ask that all our clients carefully read and comply with our policies, as detailed below.

Enrollment signifies your agreement to these policies.

Thank you!

ALL STUDENTS are WELCOME to attend their classes ONLINE or IN-PERSON.

ONLINE CLASSES

Currently we are using [Skype](#) for online classes and is the default. (Some students use [Discord](#), let us know if you'd prefer this medium).

SETUP:

- It is best to use a computer or tablet, rather than a phone. The ideal placement of the camera is a side view of both student and piano, with the camera placed high enough for me to view their fingers on the key.
- PLEASE work with your family as best you can to **ensure a quiet, distraction-free environment** for the student's online class. Learning music is already challenging enough; background noise doubles the challenge for teacher and student.

JOINING THE CALL:

- Students initiate the Skype call, using this link, [Harmony House Piano Studio](#), at the scheduled start time (*not earlier*).
- **Enter with microphone and video OFF**, and I will greet you as soon as I become available. Feel free to start warming up if you're waiting for me.
- If you have any trouble joining, please call or text Greg (*teacher*) at **425-890-0123** or Sarah (*business manager*) at **425-220-9260**.

The Skype link can also be found at the bottom of our emails.

IN-PERSON CLASSES

Our home studio is located at **14521 NE 67th Court, Redmond, WA**. We are the corner lot of a cul-de-sac.

- When you arrive for your class, no need to knock or ring the doorbell! Please come right on in the front door and come on downstairs (*quietly, in case a class is in session*). We will be expecting you!
- Come to the class with all your class materials, including piano books, sheet music, and a notebook for writing.
- We have a waiting area downstairs for family members who wish to stay for the class and in case you arrive early. Please be quiet in the waiting area so as not to disturb the class.
- Be advised that we have two cats. They are sweet and friendly and are free to wander in the studio and outdoors. Let us know if there are any cat allergy issues, and we will take measures to address this.

MONTHLY TUITION

Tuition is based on an annual calendar as instruction continues throughout the **entire year**.

Tuition is a flat monthly fee based on a total of 44 classes during the calendar year (*see table below*). The exact number of classes vary per month depending on the studio's planned closures (*see Calendar*).

30 mins weekly	45 mins weekly	60 mins weekly
\$160 / month	\$240 / month	\$320 / month

The full monthly tuition payment is due by the 7th of each month. Tuition payment is accepted in the form of cash, check, direct deposit, automatic bank transfer, or Zelle (*email: sebastianpianostudio@gmail.com; mobile number, 425-890-0123*).

MISSED CLASSSS and RESCHEDULING CLASSSS

Please let us know if your student will miss their class.

Classes can be rescheduled with ADVANCE NOTICE details below.

There are no refunds, credits, or make-up classes given for MISSED CLASSES or LAST MINUTE CANCELLATIONS.

- If for any reason your student won't be able to attend their scheduled class and you would like to reschedule, please send **an email** to sebastianpianostudio@gmail.com at least **24 hours in advance** of the class and we will be happy to reschedule.
 - We **won't be able to reschedule** any class missed **without advance notice**, at least the day before the scheduled class.
 - An **online class is always an option** if the only reason to miss is your student can't attend in-person!
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PAYMENTS DURING EXTENDED ABSENCES

Continuous monthly tuition is required throughout the year to retain your student's slot on Mr. Greg's teaching calendar.

We encourage you to plan for extended absences in advance. We are happy to "pre-schedule" classes that will be missed prior to the absence, if possible. You are *not required* to reschedule missed classes.

If your student will miss eight hours or more of consecutive classes, we offer an "extended absence" option of paying 50% tuition for the time missed, without rescheduling those classes, to retain your slot on Mr. Greg's teaching calendar.

If payment is discontinued, including being more than one month late, we will contact you first before canceling classes. If classes are canceled, you will be welcome to join our waiting list should you wish to recontinue classes in the future.

We greatly value every member of our **Piano Family**. We also value the service we provide the students and are aware others may wish to join this beloved Piano Family as well. Therefore, this payment policy is vital to maintain your place on our roster and calendar.

NEW STUDENTS

TUITION: Your first month's tuition will be prorated to reflect the number of classes scheduled that month.

BOOKS/MATERIALS & REGISTRATION: Your student will need a variety of books and other teaching materials for their classes and study. We charge a one-time "materials & registration fee" of \$35 to cover such books and materials, including a keyboard chart and flashcards, as well as the administration time involved in registration.

NOTES AND ASSIGNMENTS: Your student will receive notes and assignments at each class. For in-person classes, your student will be responsible for bringing a notebook in which Mr. Greg will enter their weekly notes and assignments. For online classes, Mr. Greg will send the student their notes and assignments directly in the "chat" message area of Skype (or Discord). It is important that the students refer to their weekly notes so they are clear about what and how to practice. **Please ask if you have any questions and/or need any help locating these notes after classes.**

TERMINATING CLASS

You are welcome to discontinue classes at any time. If you choose to discontinue classes, we encourage you to continue through the end of the current month as no refunds will be provided for that month's tuition.

OPEN-DOOR POLICY

We have an "open-door policy." This means we **openly encourage both students and parents to ask questions and to provide feedback** about anything relating to the classes. We welcome and encourage all kinds of feedback, both positive and critical.

If you ever have concerns or want to discuss something you observe at home with the student's practicing that Mr. Greg might not see, **please do contact us**. We care very much about our students' challenges and always want to know how we can serve them better.

While we are dedicated to Mr. Greg's proven teaching method, we are also **open-minded and flexible**. Our students keep teaching us how to **ever remain the student ourselves**.

Email is our preferred method of communication to allow time for thoughtful reflection and response. However, **we do also love to chat live**.

For live conversations, **Sarah is generally always available** before, during, and after classes if you have something to discuss. For **Mr. Greg** however, in order to ensure each student gets his full attention for their full class, **please do schedule a time** for a call or to meet in-person, rather than try and squeeze the conversation in at the beginning or end of your student's class. Sarah will always be happy to schedule time for you to chat live with Mr. Greg whenever needed.

**THANK YOU FOR AGREEING TO THESE POLICIES, and WELCOME to HARMONY HOUSE
SEBASTIAN PIANO STUDIO!**

~ Mr. Greg & Ms. Sarah Sebastian

14521 NE 67th Court, Redmond 98052 | 425-890-0123 (Greg) or (425) 220-9260 (Sarah)

– call or text anytime, although...sebastianpianostudio@gmail.com – email is my preferred communication!