HARMONY HOUSE

SEBASTIAN PIANO STUDIO

Policy Agreement

(*Updated November 2026*)

Thank you for choosing

Harmony House Sebastian Piano Studio

for your family's musical journey!

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.

Your enrollment and continued attendance at class signifies your agreement to these policies.

- New Students
- Monthly Tuition
- Annual Materials & Administration Fee
- Missed & Rescheduling Classes
- Payments for Extended Absences
- Recitals
- Attending Classes
- Extra Classes
- Terminating Classes
- Open Door Policy

Thank you again!

Harmony House Sebastian Piano Studio
NEW STUDENTS

TUITION: If starting mid-month, your first month's tuition will be prorated to reflect the number of classes scheduled that month as well as the remainder of the calendar year. Please see the following *Monthly Tuition* section for details on tuition rates.

ENROLLMENT FEE: We charge a **$50 enrollment fee** to cover the student's initial set of provided materials and the administrative time involved in registration.

TRIAL CLASSES: We are happy to schedule trial classes. The cost is **$50** for a **30-mins class**.

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. 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.**

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 **42 classes during the calendar year** (*see table below*). This means the monthly tuition is the same no matter how many classes your student has each month. The exact **number of classes varies per month** depending on the studio's planned closures (*see Teaching 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 received primarily via Zelle (*email: sebastianpianostudio@gmail.com; or mobile number, 425-890-0123*), but is also accepted via cash, check, or bank transfer.

A **$5 late payment fee** will be added to your monthly tuition **if the payment is more than one week late** (*after the 14th*). If your tuition payment is more than one month late, we will contact you first before canceling classes.

Continuous monthly tuition is required throughout the year to retain your slot on Mr. Greg's teaching calendar. (*see the "Payments During Extended Absences" section below if you have questions about pausing classes while retaining your student's slot*).

ANNUAL MATERIALS & ADMINISTRATION FEE

In addition to monthly tuition, we charge an **annual $35 fee for materials and administrative services.** This pays for all the materials and administrative services you receive throughout the year: the student's **books** as they progress through the curriculum, the student's **unique sheet music** tailor-made for them by Mr. Greg, and all of **Ms. Sarah's time** handling the behind-the-scenes tasks. This fee is **due by January 31**.

MISSED CLASSES and RESCHEDULING CLASSES

Please let us know if your student will miss their class. Classes **can be rescheduled with ADVANCE WRITTEN NOTICE** (*details below*). There are **NO refunds, credits, or make-up classes** given **for MISSED classes** or **SAME-DAY 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 **the day before** the class and we will be happy to reschedule.
- Classes must be **rescheduled within one year**.
- We **won't be able to reschedule** any class missed **without advance written notice**.
- An **online class is always an option** if they simply can't make it in-person!

PAYMENTS DURING EXTENDED ABSENCES

Continuous monthly tuition is required throughout the year to retain your slot on Mr. Greg's teaching calendar. We **encourage you to plan for extended absences in advance**. We are **happy to "*p*re-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 three or more** consecutive classes, we offer an **"extended absence" option:** pay **50% tuition for the month** in which the classes will be missed ***without*** **rescheduling** those classes. For **six or more consecutively missed classes**, this can apply to **two months' tuition**, and so forth for every additional three missed classes. This **must be arranged in advance**, at least a week ahead of the first missed class.

RECITALS

We offer **one in-person recital** for your student **free**, as part of your monthly tuition. Due to high demand, we've added a **second in-person recital** with a **$50 recital fee** for your student's participation in the second recital. The recitals are scheduled in March/April and October. If your student participates in only one recital during the year, they may participate in *either* the Spring or Autumn recital with no recital fee.

ATTENDING CLASSES

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

ONLINE CLASSES

Currently we are using Discord and Teams for online classes. Here are the links for each:

DISCORD: Harmony House Lessons channel

TEAMS: Harmony House Sebastian Piano Studio Classroom

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 keys.
- 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 multiplies the challenge for student and teacher.

JOINING THE CALL:

- Students join either channel (*Discord or Teams*) using the links above at the scheduled start time. Please begin warming up by practicing while in the waiting room.
- In case you bypass the waiting room, please enter with **microphone and video OFF**, and I will greet you as soon as I become available.
- If you have any trouble joining, please call or text Greg (*teacher*) at **425-890-0123** or Sarah (*business manager*) at **425-220-9260**.

IN-PERSON CLASSES

Our home studio is located at **14521 NE 67th Court, Redmond, WA.** We are the **green house** on 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. We will be expecting you!
- Come to the class with all your **class materials**, including piano books, sheet music, and a notebook for writing.
- When you come downstairs, please do so quietly so as to not disturb the current class in session. We have a **waiting area** downstairs in case you arrive early and for family members who wish to stay for the class. (*Please also be quiet in the waiting area.*)
- 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 you're allergies and/or have any other issues with cats, and we will take measures to address this.

Late Arrivals

Please let us know if your student will be **late by 15 minutes or more**. After 15 minutes, we will assume a student is absent if they haven't arrived, appeared online, and we haven't received communication to expect them later. If the student arrives or joins online 15 minutes or more past their scheduled start time without previously communicating that they'll be late, **Mr. Greg may no longer be available for the class**.

EXTRA CLASSES

Students, or parents, periodically want to schedule extra classes throughout the year, often when preparing for a recital or other performance. We are happy to schedule these extra classes for enrolled students, as available, at the discounted rates* of:

- **$46** for **30-mins**,
- **$69** for **45-mins**,
- **$92** for **60-mins**.

**These rates are discounted from what Mr. Greg charges non-enrolled students seeking individual classes.*

TERMINATING CLASSES

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**, 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 be happy to schedule time** for you to chat live with Mr. Greg.

THANK YOU

FOR AGREEING TO THESE POLICIES, and

WELCOME

to

HARMONY HOUSE

SEBASTIAN PIANO STUDIO

~ Mr. Greg & Ms. Sarah Sebastian

www.harmonyhousepiano.com

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 our preferred method of communication!*