

Studio Policies

Welcome to Alex Taylor Voice! Below are some of the policies you should know about as we begin to work together.

Calendar Policy

- Tuition is a flat, monthly fee, regardless of how many weeks are in a month. Rates are subject to change each year.
- The current lesson year is September 1, 2021-June 30, 2022. Special summer rates are available and will be announced no later than one month ahead of the end of the year.
- Breaks will be taken for all major holidays on a school calendar including a Spring Break and some short summer breaks. Rates account for taking these breaks and will not change.
- Extended Absence: If a student needs to take an extended leave of absence and would like to hold their spot in my Calendar, I require 1/2 price be paid for the month. No lessons will be given, but the time slot will not be filled.

Absence Policies

- You must notify me of an absence at least 24hrs in advance. If you fail to notify me more than 24hrs in advance, a lesson may not be made up. In case of emergencies, I have the sole discretion to offer a makeup. I will make up lessons for sickness, emergencies etc, as long as the cancellation policy is followed.
- If a student doesn't show up or call into a lesson within the first 10 minutes of their scheduled lessons time, their lesson will be considered forfeited. Forfeited lessons will not be made up. If you're running late or something came up email me and let me know. If you communicate with me, your lesson will not be forfeited.
- I will make up all lessons cancelled by me excluding the scheduled break weeks. You will receive these as far in advance as possible, and they are subject to change.
- If a scheduled make-up lesson must be cancelled, the student forfeits that lesson.

Performance Related Absences

- From time to time, I will have to adjust lessons to work with my performance schedule.
- Like how a doctor needs to read and do research to stay up to date with their practice, it's important that your teacher continue to perform so that you can receive the highest quality of teaching.

Updated August 2021

- Whenever a performance conflict comes up, **all efforts will be made by me to avoid conflicts with lessons, and whatever can not be avoided will be made up by me at the student's convenience.**
- In the event that the performance takes me out of town, all effort will be made to do lessons on Zoom or another video platform.
- For extended performance related absences, students will have the option to temporarily pause lessons or to make up lessons within 3 months.

Practice

- A weekly lesson is simply not enough to make adequate progress on anything. Therefore, outside practice is required for any student expecting to improve. How many hours per week that is will vary based on your personal goals, and I will be happy to advise you on that.

Sheet Music and Music Books

- Students are responsible for the purchase of all music. For piano, I use the Faber Piano Adventures Series, which are available on Amazon for relatively cheap. For voice, we can use karaoke tracks on YouTube or other websites. However, due to copyright laws, I'm not allowed to distribute copyrighted music, even for lessons. Should sheet music become necessary to purchase, the student is responsible for purchasing a copy for themselves and the teacher. If you don't have a copy of your music, we have less to do, and your lesson may be cut short.

Paper-Free Studio

- Outside of sheet music which is entirely necessary. I try to be as paper-free as possible (to make up for how much music is printed!)

Parent Attendance

- Parents are encouraged to sit in on a student's first lesson if the child is nervous or uncomfortable. However, after the first lesson parents are only allowed to sit in on a lesson after invited by the student or if requested to see how their child is doing. In my experience, students become nervous and the lesson almost becomes a performance rather than instruction if a parent sits in week after week. Lessons are for repetition and correction.
- The exception to the above is if a student requires assistance with lesson technology, such as setting up Zoom or playing a karaoke track.

Payment

- Invoices are sent by email towards the end of the month. Payment is due by the end of every month. Any invoice left unpaid after the 1st of the month, a \$10 late fee may be added. Lessons will not be taught until full invoice is paid.
- Every monthly payment is the same amount even if there is a scheduled break week.
- Monthly payments are not adjusted if you cancel a lesson.

Updated August 2021

- Rescheduled makeup lessons are sometimes an option but should not be expected and are not always available based on scheduling.
- In-home lessons are subject to additional fees, subject to the distance I must travel. This is to account for the cost of gas and time of commute. Typically, this will be \$10/lesson for 15 minutes/10 miles, but this is subject to change.

Payment Options

- I accept the following payment options:
 - eCheck (Made out to Alex Taylor)
 - PayPal (alex@alextaylorlessons.com)
 - Venmo
 - Quickbooks (Through the monthly invoice)
 - Automatic Payment (This can be setup at most banking institutions)

Weather Policy

- IN PERSON ONLY: If local schools cancel classes, that does not necessarily mean lessons are cancelled. Assume I will be at the lesson location until I get in contact with you!

Social Media

- By signing up for lessons, students and parents consent to using their photo/likeness on Alex Taylor Voice related social media and marketing materials including but not limited to the Alex Taylor Voice Facebook Page, Instagram, and website.
- All students and parents can opt out at any time.

Internet and Equipment Condition

- Adequate internet, audio, and video connection is a must. Technical issues are sometimes unpredictable, but if your technology is not properly set-up, you will not enjoy lessons and we'll spend a lot of time figuring it out! Part of the first lesson will include a check of all the technologies. If you would like me to recommend any equipment, please ask!
- Piano students must have at least a 60-key keyboard to use for beginning lessons, and a full 88-key keyboard for advanced lessons. Pedals are also recommended. The proper piano is essential to getting the most out of your lessons, and I'm happy to make recommendations.

Discontinuing Lessons

- Should you decide to discontinue lessons and release your lesson time, please let me know as soon as possible so I can offer the time slot to another student. Two weeks' notice is appreciated.
- A refund for the remainder of the month will not be given, and you are welcome to complete the month.

Use of Private or Health Related Information

Updated August 2021

- Because singing is a physical activity, it may become important to disclose relevant medical conditions so that I can best serve you.
- **All information is private. I will be the sole keeper of this information and it will only be used as needed to help you learn to sing.**
- If it is requested or becomes necessary to collaborate with medical professionals, I will only disclose relevant information with written permission by the student or student's parent/guardian.
- If I suspect a student may have vocal damage, the student may be required to get clearance from a speech-language pathologist or laryngologist before continuing lessons to ensure the health and safety of the student's vocal production.

Communication

- Communication is key! I try to be reasonable and as flexible as possible, so if anything comes up, please talk to me. I'm happy to work something out! I check my email regularly between 11am-8pm during the week. Email is my preferred form of communication, but in case of emergencies or sudden changes, please call/text me. My email is alex@alextaylorlessons.com.
- Please make sure I have the absolute best email address on file. This is where I send all of my invoices for lessons, and also where I will send all of my vacation dates and last-minute cancellations, when necessary.