

Studio Policies

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

Student Responsibilities:

- Show up to lessons on time.
- Show up to lessons prepared
- Tell the teacher if something hurts or is uncomfortable
- Try your best at all times, even if it's not working!
- When sheet music is involved, find and provide a copy of this music to the teacher.
- Provide songs they would like to work on
- Change Zoom settings to their most optimal form for voice lessons
- Take lessons in a room that has reliable internet and they won't be disturbed.
- Communicate with the teacher if there needs to be a cancellation or rescheduling
- Pay for lessons

Teacher's Responsibility

- Teach lessons
- Listen to the student and plan course of action accordingly
- Suggest songs to work on
- Make tracks that suit your voice
- Give full attention to each student.

Calendar Policy

- Tuition is a flat, monthly fee, regardless of how many weeks are in a month. Rates are subject to change.
- Non Weekly lessons: in order to guarantee lesson times, all non-weekly lessons will need to be scheduled and paid for before each month they will take place. I will check in with you at the end of each month to schedule lessons for the following month (i.e. we will schedule all of your October lessons at the end of September, etc).
 - The 24hr cancellation policy will still apply so if you're schedule changes you will be able to reschedule. I have found that students get a lot more out of lessons whenever there is a firm commitment in place, and I'm hopeful this added accountability will help deepen your learning experience.
 - You'll still be allowed to drop in and schedule as you go, but you will no longer be able to schedule more than one in advance.
- 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.
 - These breaks include but are not limited to: Christmas Eve through New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving. Up to 6 additional weeks per year can be taken off.

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- 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.
- For in-home lessons: If no one answers the door and I can't get ahold of someone within 10 minutes, I reserved the right to leave and the lesson will be forfeited. ***I must have the phone number of someone who will be home at the time of the 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.
- 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.***
- 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

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- 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.
- Lessons taken at the per-lesson rate must be scheduled for the entire month. Payment is due before lessons are taught.
- Monthly payments are not adjusted if you cancel a lesson.
- 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@alexaylorlessons.com)
 - Venmo
 - Quickbooks (Through the monthly invoice)

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- Automatic Payment (This can be setup at most banking institutions)

Zoom Policy

- You, the student, are responsible for finding a reliable place to take your lessons. This place should have good internet speeds and be a spot where you feel comfortable making sound and won't be easily disturbed or distracted.
 - . If the connection is deemed unreliable, all attempts will be made to finish the lesson on an alternative platform. However, if the problems persist, the lesson may be ended early at the discretion of the teacher. *I have thoroughly tested my internet and tech connections, so unless there's an unexpected outage or tech update, any tech related issues are the responsibility of the student.*
- If for some reason you find yourself in a location where you won't feel comfortable singing (office, public park, car), it would be best to cancel the lesson. Do your best - I know this won't be 100% possible for everyone 100% of the time. However, you can't get a lot out of singing in an environment where you don't feel fully comfortable.
- While the internet is a great thing, it does occasionally have unpredictable reliability and outages. If Zoom isn't working for some reason, we can use an alternate platform temporarily like Facetime or Google Meet. If the internet goes down completely, the lesson will be made up if less than half the lesson has transpired. All attempts will be made to finish the lesson on alternate platforms.
- Ensure that your camera and playback device are at an appropriate height. The screen should be at about eye level in order to best facilitate voice lessons.
- Full upper body should be visible. Students should plan to stand for the entire duration of the lesson if they are able.

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!

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.

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Use of Private or Health Related Information

- 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@alextaylorvoice.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.