

Piano Studio of Candace Chien 2024-2025 Studio Policies

Payment

Tuition payment will be **due before the 5th of the month**, or at the first lesson, whichever date is earlier, for the total lessons per month for each student. The dates of the lessons will be pre-scheduled at the beginning of the month. For months with holidays, the rate will be adjusted to reflect the number of lessons for that month. Payments received after the 10th will be subject to a \$10 late fee. If payment is not received in a timely manner, faculty reserves the right to give up the student's time slot until payment is received.

Digital payment is preferred, although cash or check are equally fine, just as long as it is received by the due date.

Digital payment methods:

Zelle: 347-323-5849

Venmo: @pianocandace

PayPal: candace.chien@gmail.com (please send "friends and family" for no fees)

Rates:

30 minute lesson - \$55.00

45 minute lesson - \$82.50

60 minute lesson - \$110.00

Please multiply each amount by the number of lessons per month for your monthly amount.

Attendance

Students are assigned a weekly lesson slot and expected to attend all scheduled lessons. **You are being charged for the reserved time slot each week.** Exceptions will be made for extreme emergencies.

Please be aware of the following:

Timeliness: **Lesson times will NOT be extended for those who arrive late.** This only serves to delay the schedules of everyone who is scheduled after you. If you arrive early, and are the first lesson of the day, you may be asked to wait.

Cancellations: Notification must be given **24 hours in advance** of your lesson time. **Your lesson is non-refundable if you cancel within less than 24 hours, or decide not to show up.** You will not receive a makeup lesson or option to reschedule if notice is not given 24 hours in advance. If it is the first lesson of the month, you will be charged for the missed lesson.

Illness: Health and safety are high on our list of concerns, as the piano is a high touch surface. As much communication as possible is encouraged. Virtual lessons and masking are intelligent alternatives to cancellation, but makeups will be offered.

Make-up lessons: Makeup lessons will only be scheduled if notification is given 24 hours in advance, or in cases of illness. For no-shows, there will be no option for a make up lesson, and the lesson must be paid for. ALL make up lessons will be held at the studio location. Make up lessons must be made within the month that the cancellation occurred.

Leaving the studio: You must give one month's notice prior to ending lessons, in order for faculty to do the work necessary to fill in the time slot. A lack of doing so will result in a fee that is equal to your monthly 4-lesson tuition payment. It is recommended that first year students reevaluate only after their first performance.

I HAVE READ AND AGREE TO ALL STUDIO POLICIES LISTED HERE.

Parent Signature: _____ Date: _____