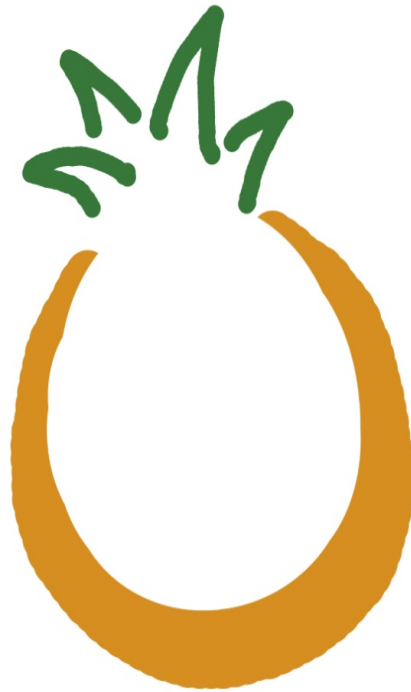


Pineapple Music Studio

Welcome Packet



“...Because Learning music SHOULD BE Fun...”

Adult Students

2017-2018

www.pineapplemusicstudio.com

info@pineapplemusicstudio.com

610-716-9943

Welcome to Pineapple Music Studio!

Pineapple Music Studio exists to provide families with creative and quality music lessons in their homes. It is our goal to know and teach our students on an individual basis while providing the benefits of being part of a studio without having to go to one. Our main objective is to help students enjoy the experience of learning to make music so they will be lifetime participants in the appreciation of music.

Why the name?

What do pineapples have to do with music? Nothing actually, but it represents our vision to think outside the box with music lessons. We believe that learning music should be fun and are committed to helping you enjoy your lessons.

A little background:

Pineapple Music came into existence in June of 2011, and was previously known as New Song Music and owned by Joleen Steel. Since the change in ownership, we have built upon many of the wonderful practices and methods that were started over ten years ago. We are now pleased to offer piano, voice, guitar, bass guitar, drum (percussion), brass and string lessons to students in the Collegeville, Phoenixville, Chester Springs, Malvern, Exton, Downingtown and West Chester areas.

The mentality of our studio is that learning music should be an enjoyable experience and that it should be tailored to meet each student's need and learning style. We are committed to teaching the fundamentals of playing, performance, practice, technique and theory in a creative fashion to match the learner.

All fun and games?

Definitely not. Students will be taught how to practice their music, and then be expected to work on that throughout the week. Only by working together (the teachers providing instruction and the students practicing) can we achieve students that are moving forward to new levels. We want to take you as far as you want to go, whether that means learning to play every pop song there is or becoming a concert pianist.

What about recitals?

We encourage our students to perform as much as possible and you can expect large recitals twice a year and smaller opportunities to play throughout the year. Recitals are a crucial part of learning to play an instrument and plus they are a fun way to meet other students and showcase what everyone has been learning. Adults are more than welcome to perform at our studio recitals, but are often uncomfortable performing with younger students. We have taken that into consideration and periodically provide special "adult only" recitals to give a more relaxed performance outlet.



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A few last words...

We are so excited that you will be joining us in your musical journey. Please know that it is our desire to provide you with the best possible musical experience and instruction. We look forward to getting to know each student as we work together and enjoy sharing music.

Please feel free to contact us with any questions or concerns you might have and if we can help in any way.

If you have questions about any of the policies, please contact me (610-716-9943) or our bookkeeper, Jennifer Nardi (719-505-4726) about payment questions.

Musically yours,

Mrs. Sarah Burke, NCTM

Director/Owner

610-716-9943

pineapplemusicstudio@gmail.com

www.pineapplemusicstudio.com

POLICIES

The policies for Pineapple Music Studio Inc. are as follows:

Tuition:

Pineapple Music follows a monthly tuition model September through May. This means that tuition is paid at the beginning of the month regardless of how many lessons there are. Some months may have 5 weeks in them and others will include a break. These weeks even out over the course of a year, and your tuition goes towards the full curriculum of the studio which includes more than just a half-hour lesson. Our teachers spend a great deal of time preparing for lessons, locating materials, planning for performances, improving their skills and attending trainings. The monthly tuition guarantees that the teacher is prepared to teach your specific lesson time every week (except studio breaks) September through May. The tuition for 30-minute private lessons is \$120.00 a month.

The summer months of June, July & August are billed on an adjusted pro-rated schedule (see summer months).

Your tuition covers your weekly lesson as well as:

1. Periodic newsletters emailed to you, featuring creative musical activities and resources for your budding musician.
2. Periodic Master Classes to perform at and enhance technique.
3. Access to our Freshbooks database which includes billing information, access to invoices, credits and payment history and automatic billing.
4. Two large recitals a year (Fall and Spring) as well as community opportunities to perform at.
5. Teacher lesson preparation and travel time.
6. Student assignment books and special music selections

Payment:

Pineapple Music Studio uses an online billing system called Freshbooks. You will receive a user name and temporary password from them after registering with the studio. Once you log in, you will be able to see your invoice, credits, and payment history. Please make sure you check your invoice each month for any changes (i.e. books, recital tickets, late fees, credits).

Our bookkeeper will contact you at the start of lessons to help you set up automatic billing. Your monthly tuition will be charged to you on the 1st of each month. We accept online payments only. Books will be billed on a separate invoice. The first tuition payment will be prorated for students who join in the middle of a month. Automatic billing must be set up before lessons can begin.

If your tuition is received after the 4th of the month a \$15 late fee will be applied. Also, out of consideration for our teachers, if payment in full is not received by the 15th of the month, lessons will be suspended until tuition (plus the late fee) is received. There will be a \$20 fee for any returned checks.

If you should choose to stop lessons for some reason, you must give your teacher and the studio a full month of notice before stopping lessons by sharing your intentions when you send in your final month's payment at the beginning of that month or you will be charged a \$50 retainer fee that goes directly to the teacher.

To Set Up Automatic Billing:

Click on the invoice link in your email. You will be directed to Freshbooks, our online billing system.

View your invoice, input your payment information and choose auto billing.

All questions regarding billing or payments can be directed to **Jennifer Nardi (bookkeeper) at 719-505-4726 or bookkeeper@pineapplemusicstudio.com.**

The summer months of June, July and August will be pro-rated to accommodate a more flexible schedule for our families. There will be a \$50 fee charged for each student, per full month that a student takes off in the summer. This fee is passed directly onto the teacher to continue to reserve their spot in their teacher's schedule for the coming month(s).

Cancelled or Missed Lessons:

Your tuition effectively holds your student's spot in your teacher's schedule. If you cancel your lesson for any reason, or are a no-show, your teacher will continue to hold your spot. However, you will not be credited for cancelled or missed lessons. Because specific times are set aside for specific students, a student who does not attend a lesson will simply miss the benefit of that lesson. Please be assured that your tuition pays for far more than just the time your teacher spends with you. There are no refunds, discounts or make-ups given unless your teacher is unable to teach the promised number of lessons.

If the teacher cancels: A substitute teacher will be offered. If a lesson cannot be scheduled, you will be credited for the missed lesson on the next month's invoice.

Illness: Students who are ill should not have lessons. To make-up for absences due to illness, students may attend an extra lesson during our "flex weeks". Our teachers reserve the right to not teach a lesson should they arrive and find the student ill. If students are only mildly ill, please contact your teacher to set up a phone or Skype lesson.

If you are unable to keep your scheduled lesson: Skype, Facetime and the telephone are becoming very useful tools for teaching students who cannot make it to a lesson due to illness, weather, etc. If you have a computer with a camera, laptop, tablet or phone that you can move close to the piano, please create a free Skype account and add your teacher's name to your list of contacts, or have their phone number on hand for Facetime. This will allow the teacher to call you and have a lesson with you over the internet if need be. Make-ups for illness or emergencies can also be made up for during one of our studio breaks of Thanksgiving or Easter. You may schedule to make up one missed lesson with your teacher.

Weather Cancellations: Weather-related cancellations will be made up using a phone, Skype or Facetime lesson.

Studio Breaks and Holidays:

Pineapple Music Studio will be closed for the following breaks and holidays:

- Labor Day (First Monday of September- this class is made up the Monday of our Thanksgiving Break)
- Thanksgiving Break (Week leading up to Thanksgiving)
- Winter Break (Week between Christmas and New Year's)
- Spring Break (Week leading up to Easter)
- Memorial Day (Last Monday of May- this class is made up the Monday of our Easter Break)
- Independence Day (July 4th)

No regular lessons will be taught on these days. This allows our students and teachers to spend time away and with their families. These lessons will not be made up at another time except for the two Monday-only holidays which may be held on the Monday of the following break. Because of our tuition policy, there are several 5-week months that balance out the three breaks we take during the year.



Summer Months:

The months of June, July and August will be pro-rated weekly. This means that you will determine at the beginning of the month how many weeks you will have lessons and then pay accordingly. Please be sure to communicate with our bookkeeper and your teacher which weeks you are planning on having lessons. You will receive a full invoice on the 20th of the month as always and will need to respond back if there needs to be a change. In order to maintain your preferred time slot in your teacher's schedule over the summer, you must take at least two lessons a month. If you should choose to take off 3 or more lessons in one month, you may secure your time slot by paying a \$50 retainer fee (per student, per month). This fee will be passed on directly to the teacher. If you choose not to hold your spot with this fee, please be advised that it may be filled. If this is the case, it may become necessary for you to move to another time slot, another teacher, or a waiting list.

Discontinuing Lessons:

If you should choose to stop lessons for any reason, you must give your teacher and the studio a *full month of notice* before stopping lessons.

Fresh Books Invoicing System:

We're pleased to be able to offer our families access to our online data base at freshbooks.com. You will receive a user name and password by email. After logging in, you will be able to access your invoice at any time, pay online right from your invoice, see any credits, and access payment history.

Referral vouchers:

Happy with Pineapple Music? Then share the word and get rewarded for it! If you refer our name to a friend and they sign up to start lessons, you will receive a free lesson voucher per household that you can apply towards your next month's tuition!

Book Purchases:

Your teacher will work with your student to determine the books that are needed. You may go out and purchase them yourself, or have your teacher place an order with Pineapple Music. You will be charged a \$2.00 handling per book. Book purchases will be billed separately from your tuition invoice.

Recitals:

There will be two large recitals planned a year- one in the fall and one in the spring. Smaller community recitals will also be available for students to participate in and show off their skills. The admission cost for Pineapple



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students is covered in the tuition and family and friends buy tickets to help offset the cost of these events. As always, we encourage our students to participate in our recitals, as this is a great source of inspiration and affirmation for musicians of all ages. And it's just plain fun!

We're looking forward to helping you achieve your musical goals! If you have questions about any of these policies, please contact me (610-716-9943) or our bookkeeper, Jennifer Nardi (719-505-4726) about payment questions.

Musically yours,

Mrs. Sarah Burke, NCTM

Director/Owner

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