

Pineapple Music Studio



*MUSIC DELIVERED TO
YOUR HOME!*

Policy Guide

2018-2019

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 travel 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.

We are thrilled that you are partnering with us on your musical journey! We have helped hundreds of students over the years learn to love music and enjoy playing an instrument! Our curriculum is flexible, but carefully managed to include learning music fundamentals as well as composing, arranging, performing and playing a variety of styles of music to create a well-rounded musician while keeping individual preferences in mind! Students will be taught how to practice their music, and then be expected to work on that throughout the week. We want to take you where you want to go- whether that means learning to play every pop song there is or becoming a concert pianist.

In this packet you will find our studio policies, offerings, schedule and payment information. Please read through it carefully so you are aware of the expectations for the studio, teachers, and students. If you have any questions, please reach out and start a conversation with me!

Stay up to date and take advantage of all the studio has to offer by reading our quarterly e-newsletter and liking our facebook page!

For any billing questions, please contact our bookkeeper, Jennifer Nardi at 719-505-4726 or bookkeeper@pineapplemusicstudio.com.

It is our desire to provide you with the best possible musical experience and instruction. We look forward to getting to know you 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.

Musically yours,

Mrs. Sarah Burke, NCTM

Director/Owner

610-716-9943

sarah@pineapplemusicstudio.com

www.pineapplemusicstudio.com

Policies

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

Lessons:

Students will be assigned to the teacher that best fits their learning style and schedule. It is the teacher's responsibility to then schedule the lesson time that is convenient for them both. Lessons will be conducted in the student's homes. **An adult (over 18 years old) must always be present in the house while a lesson is taking place.** Lessons will be scheduled in 30 minute increments unless the student's progress warrants a longer lesson at the teacher's discretion. A 45 or 60 minute lesson with an increase in tuition will then be arranged.

Tuition:

Pineapple Music follows a monthly tuition payment plan September through May. This means that the same 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 the time spent during the lesson. Our teachers spend a great deal of time preparing for lessons, locating materials, arranging and composing music specifically for their students, 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. Tuition for weekly 30-minute private adult learner 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. Two large recitals a year (Fall and Spring) as well as other community performance opportunities
2. Festival preparation
3. Teacher lesson preparation and travel time.
4. Student assignment books, special music selections, prizes and practice incentives.
5. Periodic newsletters emailed to you, featuring creative musical activities and resources for your budding musician.
6. Participation in group lessons where your student can expand on what they are learning at individual lessons.
7. Access to online resources such as our suggested online composition software, Noteflight.
8. Access to our Freshbooks database which includes billing information, access to invoices, credits and payment history as well as the ability to make online payments.

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. 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. This fee will also apply to any declined credit card payments. 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.

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 your child. 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 may 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 group lesson during the year. 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 time, here are a few options:

1. *Skype/Facetime:* Skype and Facetime 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.
2. *Make-up Weeks:* Make-ups for illness or emergencies can also be made up during one of our studio breaks of Thanksgiving or Easter. You may schedule to make up *one* missed lesson with your teacher each semester.

Weather Cancellations: Weather-related cancellations will be made up using a Skype or Facetime lesson, or you may elect to attend an extra group 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. You will be asked to fill out a Summer Tuition Form by the 20th of the previous month so we can accurately prepare your invoice. If there are any changes that need to be made after your invoice is received, please email our bookkeeper and you will be credited as needed. Be advised that our studio cancellation policy is still in effect for your planned lessons. Payment is still due on the 1st of the month, regardless of what weeks your lessons will be held. Please be sure to communicate with our bookkeeper and your teacher which weeks you are planning on having lessons. 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. Having lessons as regularly as possible throughout the summer is a great advantage for your child. It will help him/her to keep moving forward and not lose any of the skills that were acquired over the school year!

Discontinuing Lessons:

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.* Failure to do this will result in a \$50 retainer fee charge.

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 you 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 fee per book. Book purchases will be billed with 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 students is covered in their tuition. Tickets for family and friends are sold online through Eventbrite.com and help to offset the cost of these events. As always, we encourage all our students to participate in our recitals!

Stay Up To Date!

Be sure to informed about all upcoming events by reading our quarterly e-newsletter, liking our Facebook page or checking out our website!