



Adult Learner 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. 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. The Fall Semester will have 16 lessons scheduled per student and the Spring Semester will have 20 lessons scheduled per student. 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 lessons is \$145.00 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. Teacher lesson preparation and travel time.
3. Quarterly e-newsletters
4. Access to online resources such as our suggested online composition software, Noteflight and studio music licenses.
5. Convenient and secure online billing through *Wave*, by credit card or bank draft.

Payment:

Pineapple Music Studio uses an online billing system called Wave. 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 \$25 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.

Any credits that need to be applied due to a teacher cancelling a lesson will be available on the following month's invoice.

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 \$60 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 Wave, our online billing system.

View your invoice, input your payment information and choose save payment information.

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

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.

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 or cyber lesson may be offered. If a lesson cannot be scheduled, you will be credited for the missed lesson on the next month's invoice.

If you are unable to keep your scheduled lesson time, here are a few options:

1. *Cyber Lesson:* We embrace cyber lessons as an equivalent tool for teaching students who cannot make it to a lesson due to illness, weather, etc. or have an in-person lessons due to outside circumstances. Students will need a tablet/computer with a camera to access lessons. The teacher will be able to conduct the lesson just like as if they were there in person.
2. *Video Lesson:* Students who are not able to have a cyber lesson may request a video lesson from their teacher. Students may also send their teacher a short video of themselves practicing their assigned lesson material 24 hours before a lesson they will miss, and the teacher will use their lesson time to watch the video and reply back with a detailed assessment of their playing and assignment for the next lesson.
3. *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.

Illness: Students who are ill should not have lessons Our teachers reserve the right to not teach a lesson should they arrive and find the student ill. If you are only mildly ill, or there is illness in your home, please contact your teacher to set up a cyber lesson or request a video lesson.

Weather/Emergency Cancellations: Lesson cancellations due to outside circumstances will be made up using a Cyber or Video Lesson.

COVID-19 Policy: The studio reserves the right to move to cyber lessons at their discretion for the safety of their families and teachers. Please see our full COVID-19 Wellness & Safety Policy on our website.

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 \$60 retainer fee charge.*

Summer Lessons & Studio Breaks:

Summer Months:

The months of June, July and August will be pro-rated weekly. A Summer Tuition Form will be available 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 towards the following month. 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 \$60 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, we will consider your lessons discontinued and open that spot for new students. When you return in the fall, it may become necessary for you to move to another time slot, another teacher, or a waiting list and you will be subject to any tuition increases and registration fees applicable to new families. Having lessons as regularly as possible throughout the summer is a great advantage for you and will help you to keep moving forward and not lose any of the skills that you have acquired!

Studio Breaks:

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. The Fall Semester will have 16 lessons scheduled per student and the Spring Semester will have 20 lessons scheduled per student.

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! We always appreciate reviews on our google and yelp pages!

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 our students to participate in our recitals, as this is a great source of inspiration and affirmation for all musicians. And it's just plain fun!

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!