

Pineapple MUSIC STUDIO



*MUSIC DELIVERED TO
YOUR HOME!*

Policy Guide

2023-2024

www.pineapplemusicstudio.com

info@pineapplemusicstudio.com

610-716-9943

Policies

The lesson and tuition 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.** Private lesson instruction is conducted in 30, 45 or 60 minute intervals depending on the student's ability. All students who have taken lessons for over two years are expected to move to 45 minute lessons in their third year.

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. Tuition reserves your weekly lesson time slot and studio membership. There are no reimbursements for missed lessons, and tuition is never adjusted unless the teacher cannot provide the promised number of lessons. Please view our current packages & fee schedule for your teacher's monthly tuition fee. Our teachers provide the same amount of time and preparation to every student. For that reason, there are no sibling/family tuition discounts available.

A non-refundable \$30.00 Registration & Supply fee is due with the first tuition payment.

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

Your monthly tuition goes towards the full curriculum of the studio. 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.

The basic tuition package also includes:

1. Weekly 30-minute private instruction lessons
2. Two large recitals a year (Fall and Spring) as well as other community performance opportunities
3. Teacher lesson preparation and travel time
4. Participation in group lessons where your student can expand on what they are learning at individual lessons
5. Student assignment books & special music selections
6. Periodic newsletters emailed to you, featuring creative musical activities and resources for your budding musician.
7. Access to studio memberships such as Teach Piano Today (music & game resources), Noteflight (online notation software) and more!
8. Practice incentives and special prizes!
9. Convenient and secure online billing through *Wave*, by credit card or bank draft

Please view our current packages & fee schedule for even more additional benefits!

Payment:

Pineapple Music Studio uses an online billing system called Wave. You will receive an invitation to set up automatic billing with your first invoice. 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 and include a \$30.00 Registration & Supply Fee. 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 cancel lessons for some reason, you must give your teacher and the studio a full month of written 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 **Jill Ross (bookkeeper) at 717-497-3829 or bookkeeper@pineapplemusicstudio.com.**

Book Purchases:

Your teacher will work with your student to determine the books that are needed. The teacher will send you a link and information so that you can purchase the book and have it available for the next lesson from an online retailer.

Cancelled or Missed Lessons:

Your tuition reserves your weekly lesson time slot and studio membership. **Parents should commit to a time slot that they are confident in.** If you cancel your lesson for any reason, or are a no-show, your teacher will continue to hold your spot. However, there are no reimbursements for missed lessons, and tuition is never adjusted unless the teacher cannot provide the promised number of 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 and includes the full studio curriculum.

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. *Group Lessons:* Cyber group lessons are offered throughout the year to enhance our student's curriculum and also provide an opportunity to compensate for missed lessons.
4. *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. 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, 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.

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 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!

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 (Tu-Fri leading up to Thanksgiving)
- Winter Break (Week between Christmas and New Year's)
- Spring Break (Middle of March)
- Memorial Day (Last Monday of May- this class is made up the Monday of our Spring 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.

Group Lessons:

There will be various times throughout the year when online group lessons are offered to enhance our student's curriculum and also provide an opportunity to compensate for missed lessons. These classes will be scheduled for different age groups and instruments throughout the year. Interested students will sign up for the group lesson of their choice through our online system. Details about times, locations and sign-ups will be provided a month in advance through an email. If you missed a lesson due to illness, you will be able to attend an additional class during the year. This is a wonderful opportunity for students to meet other young musicians and work on various skills in a group setting. These lesson times will also allow teachers to present materials that they may not have time for in a usual 30-minute lesson. These classes will be an hour in length and conducted via a Zoom group call hosted by one of our teachers.

Practice Requirements:

Students who practice regularly progress through material quickly and enjoy lessons more! Students who enroll in the studio agree to participate in consistent practice so that individual progress can be made. Students will be given a progress report from their teacher at the end of every school year. Consistent practice is far more beneficial than trying to “cram” for a lesson. Beginning students should plan to practice 15-20 minutes a day 4-5 days a week. **Parents should expect to help their students stay on a practice schedule and assist as needed with young students.**

Recitals & Performance Opportunities:

Studio recitals offer students a great sense of accomplishment and pride for their hard work! Students will learn the importance of setting and achieving goals and grow in their self-confidence as they perform before an audience. Participation in the recital is highly encouraged, but never mandatory, and we view these events as an opportunity to share the music that has been learned with family and friends.

Our studio holds two large recitals a year- one in the fall and one in the spring. The time and date of recitals will be announced in enough time for families to plan their schedules for these events. 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 young musicians. And it's just plain fun!

We will also hold other performance opportunities within our studio and local community to encourage students to grow in their performance skills and in the joy of sharing music with others!

Discontinuing Lessons:

If you should choose to discontinue lessons for some reason, you must give your teacher and the studio a *full month of written 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.*

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!

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!