



Group Class & Financial Policy

Effective July 11, 2011
Updated February 5, 2017

Welcome to the Eugene Piano Academy! We hope that the information in this policy will answer all of your questions regarding your class. Please read through the information and feel free to ask any questions regarding the information below. We ask that all parents sign and return the bottom portion of this policy after all questions have been answered.

Philosophy: Musical behavior is a human attribute which exists in every culture and has the potential to be cultivated in every person, at any age.

About Our Classes:

- Classes are on a semester calendar, fall and spring. Fall Classes begin early-mid September and end in late January. Spring classes begin in early February and end in late June (please see calendar for details).
- Introductory classes are offered between semesters, during the winter and summer seasons. Introductory classes are 4 weeks long.

Class Policy:

- Our curriculum is a research-based method, appropriately designed for specific age groups. All students must meet the age or grade requirement by the first day of class.
- To provide an ideal learning environment, siblings or other children are not allowed in class. They are welcome to quietly wait in the waiting area until the end of class, if at-home care cannot be arranged. Please remember, the waiting area is a “quiet zone.”
- Parent/caregiver's full participation is expected. Please read through our parent orientation packet for more information on how to help your child succeed in class and at home.
- Classes begin on time. Please allow you and your children enough time to be ready for class.
- Attendance is crucial. Please make the best effort to attend all classes. If you will not be in class, please call and notify your instructor directly so that they can make the appropriate adjustments. Please note that they may not get the message in time if you leave a message on the Academy voicemail.
- Curriculum is on a schedule, therefore, we cannot offer make-ups for classes missed.
- Minimum enrollment is 4 students per class.
- Maximum enrollment is 9 students per class.
- Parents who enroll after classes have begun will be responsible for the cost of shipping for class materials (\$7.50).
- Class schedule is subject to change.

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Practice: A Family Responsibility

It is the aim of the Academy to provide comprehensive musical instruction and give parents the tools needed to help their children practice at home.

At-home practice suggestions are handed out after each class. These suggestions should be worked on consistently until the next lesson. A few minutes of daily practice obtain MUCH better results than a long practice session for one or two days. Please remind your students that there IS a difference between practicing piano and playing piano. Playing the piano is certainly encouraged AFTER students have practiced their assignments.

Creating a regular practice routine is vital to your child's success (This can be something as easy as 10 minutes after dinner on weekdays). Please respect the student's practice time by eliminating all distracting elements, such as TV, stereos and friends. The emphasis should be on *mind spent, not time spent*. Praise and encouragement are the parent's greatest tools in helping a young musician. Sit down and practice with your child at every practice session. Comment upon the improvement you hear. Help your child to practice in the manner they were asked during their lesson and always encourage repetition and slow practice.

Your Piano:

If you have an acoustic piano, we recommend scheduling a regular annual maintenance to be sure it is tuned and in good condition. Believe it or not, it is very difficult to enjoy playing on an out-of-tune instrument. It is also difficult to develop strong listening skills on a poor instrument. Putting off tuning is not cost effective either; a piano which is very out of tune will most likely require several tunings over a period of weeks or months to bring it back to pitch. Send a strong message to your child about the importance of his or her musical endeavor by supplying them with a satisfactory instrument. Digital pianos are a good alternative - please speak with your instructor if you are interested in purchasing a piano and they will be more than happy to help you find the right one!

On Class Day:

Students should have washed hands before they begin class. Long fingernails preclude the development of good piano technique so please be sure they are trimmed before class time. Students should have their lesson materials prepared, including assignment page, music books, rhythm sticks, attendance books, and magnet boards with them at all times. Please help your child in preparing all materials before class begins. Food is not permitted in the studio, however, water bottles and tumblers with spill proof lids may be used and placed on the floor.

Recitals:

Students are never required to participate in recitals. Of course, playing for others is strongly encouraged! The Academy organizes two recitals per year, an informal class party during the winter and a formal recital in the spring.

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Materials and Registration Fees:

- The non-refundable deposit for materials and registration fee reserves your place in class and is due at the time of registration. This payment may be made online or or mailed in. Deposits that are mailed in must be received within 7 days of registration and are otherwise forfeited to the next student in line.

Tuition:

- Tuition is assessed according to class level.
- A 10% discount is given for the second child from the same family. A 15% discount will be given for the third child of the same family. Sibling discounts will not be given for Toddler Tunes and Piano Street classes.
- Tuition may be paid by cash, check or debit (Visa, MasterCard, or Discover ONLY)
- Payment can be made several ways (please make the choice when registering your student):
 - Five Equal monthly installments
 - By the semester (\$20.00 discounts are given for semesters paid in full)
 - Annually (\$50.00 discounts are given for two semesters paid in full)
- The first payment of the semester, whether an installment or paid in full, is due 7 Days BEFORE classes begin. Payments may be made by sending a check by mail, making a payment online, or paying by phone during our office hours.
- When making installments, payments are due on or before the first class of each month. Checks may be placed in the dropbox located in the waiting area. If you will be paying in cash, please place your payment in a sealed envelope with the name of the student for which the payment should be applied.

Please note that instructors cannot process credit/debit card payments during class time. If you would like to make a payment by credit/debit card please visit our website to make an online payment or give us a call during our office hours (11am-3pm, M-Th).
- Your on-time monthly payments are what help the Academy run smoothly. As a courtesy, monthly reminders will be sent out at the beginning of each month if you will be making monthly installments. Payments made after the 15th of each month will be charged a nonrefundable late fee of \$10.00.
- Tuition is NOT prorated for missed classes and there are no refunds for classes missed. Tuition will only be prorated for those that have registered AFTER a class has begun OR if a class has been cancelled.
- There will be a \$25.00 fee for credit charge-backs and returned checks.

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Attendance:

- Regular attendance is vital to your student's success. A parent, family member (including older sibling) or responsible adult is required to attend class with the student. Exceptions may be granted by your teacher.
- Notify your teacher at least 24 hours in advance if you will be missing class. This will help them make the necessary adjustments to class time.
- If you know you will miss more than one class please arrange with your teacher so that you can continue your studies during your absence.
- Refunds are not issued for missed classes.
- Your class may be cancelled if there are fewer than four students.

Note: The Academy sings "Happy Birthday" to students who's birthday falls on class day. If you do not wish to have your child participate in birthday songs, please notify the Academy and we will be sure to make necessary adjustments.

Communication:

The Eugene Piano Academy uses email to communicate information regarding scheduling, billing, recitals, and other information directly related to you as the student, or the parent of the student. Students will be sent a link to our online newsletter quarterly. The newsletters will include reminders about upcoming dates and the latest news. The Academy assumes its students will be current on the news that send out via email. We appreciate your time in reading our informational emails within a reasonable amount of time.

The Academy uses email as our primary way of communicating with students. Your instructor will give you a card with their email address so that you can be in direct communication when it comes to assignments and attendance. Please note that sending an email to the Academy "info" email will not get to your teacher as quickly as emailing them directly. This will ensure that we receive your question in a timely manner.

Inclement Weather Policy

In the event of inclement weather, the Academy makes decisions regarding closures independently of local school districts. Information regarding possible closures will be sent in a school-wide email and will be placed on the Academy voicemail greeting. An official announcement will be made by 8:30 AM for morning classes, and by 1:00 PM for afternoon lessons and classes. If inclement weather conditions occur or clear later in the day, the Academy reserves the right to make a decision at a later time.

Weekday classes that are canceled due to the official closing of the Academy will be *rescheduled for a Saturday or Sunday afternoon within FOUR weeks after the class has been cancelled, to ensure that families have plenty of time to plan.

Weekend classes that are canceled due to the official closing of the Academy will be *rescheduled for a Sunday afternoon within FOUR weeks after the class has been cancelled, to ensure that families have plenty of time to plan.

****Schedules will be sent to parents within five days of class cancellation***

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Tutoring Sessions:

If you feel that your child has fallen behind in class you may schedule a tutoring session with your teacher. The sessions are 20 minutes on a Saturday afternoon of your choosing and scheduled with one of instructors teaching that day. That will be updated and prepared to help you and your child with the areas that need attention.

Withdrawal:

This program is designed for four or more students per class and we ask that all families commit to the class they enrolled in for the duration of the semester. We understand that unforeseen conflicts may arise, however, withdrawal from a class may require cancellation of the entire class, therefore we urge you to carefully consider your decision and remain in class until the end of the semester.

The Academy requests that you voice your concerns before making the decision to withdraw. We will be happy to assist you and address your concerns. We are often able come up with a solution to your problem!

If you decide you must prematurely withdraw from class:

- A two-week written notice is required. Students will have the option of attending two more classes. Otherwise accounts will be assessed the equivalent of two weeks tuition. Accounts will then be refunded for the remainder of the semester.
- Students withdrawing without notice will not be given any refunds at any time. It is critical that you clearly communicate your intention to withdraw from classes. The Academy will not assume that a student has withdrawn without a written notice.

If you have any questions regarding any information on this policy, feel free to contact us by phone or email and we will be happy to help you. Once your questions have all been answered, please take a moment to initial and sign the parent agreement on the next page. This helps to ensure that parent and teacher expectations have been fully communicated. Thank you for your active participation in your child's music education!

Thank you,

Susane Reis Davis, Director

(Please see our Parent Agreement on next page)

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Agreement

Please initial each paragraph and sign the bottom of this page, stating that you have read and fully understand our class and financial policy.

_____ I understand that it is my responsibility to help my child attend class regularly and practice at home. I will be in attendance with my child at each class. If not, their other parent, guardian, or babysitter will bring them. If a babysitter or family member will be bringing my child to class, I will make sure they give me the weekly assignment and understand what concepts were covered so that I can help my child practice at home.

_____ If I have to miss a class, I understand that it is my responsibility to notify the instructor and request the practice suggestions for the week.

_____ I have read the parent orientation packet and understand the Eugene Piano Academy's approach to music education. I will do my best to help my child practice using the outlined practice suggestions.

_____ I understand that classes are on a schedule and make-ups cannot be made for classes missed. If I feel that my child has missed too many classes then I will schedule a tutoring session with my instructor, for the additional cost of one class.

_____ I understand that birthday songs are occasionally sung during class time and will communicate with the Academy if I prefer that my child not participate.

_____ I understand the importance of reading the emails sent to me as they include pertinent information to my child's class, upcoming events, and tuition. I will make sure I that emails from the Eugene Piano Academy are not being sent to my spam box by correcting the issue in my email settings if I notice I am not receiving the Academy's monthly emails.

_____ I will know the amount I am supposed to pay, as well as my invoice number, by checking attached invoices prior to the time of payment.

_____ If I am making monthly payments, I understand that payments are due at the beginning of each month and no later than the 15th, to avoid a non-refundable late fee. Late fees will accrue every 15 days

_____ I will discuss changes in my child's behavior in class or at home with my instructor, as this will be helpful information in giving my child useful instruction during class time.

_____ I will do my best to keep open communication with my instructor about concerns of class continuation. In the event that I must prematurely withdraw from class, I will send the Academy a written two-week notice.

**I have read the above and accept the terms set forth by this Class and Financial Policy.
I understand that the policy can be updated and changed at any time and I am responsible for staying current with the Academy's policy changes.**

Parent/Student Signature

Print

Date

(Please return this page to the Academy, within the first month of classes)