

Dear Parents and Students,

I have decided on the following guidelines based on my years of teaching experience. You have the right to expect an excellent standard of teaching from me, including artistic example, responsibility, punctuality, cheerfulness, patience, and energy. Setting these guidelines allows me to do my job as an educator and to maintain regularity in my schedule. Any revisions of the policies listed below will be communicated to you before the changes take effect.

Cancellation policy

- Taking piano lessons should be viewed as a commitment just as dance lessons, karate or being involved on a sports team. I ask that a **24 hour** notice be given for lessons that will be cancelled. This allows me time to re arrange childcare and contact other students to close any gaps that may be created in my schedule due to the cancellation. If a lesson is cancelled due to illness, please let me know as soon as you have made the decision to forgo that week's lesson. If I have other cancellations for that week, I will offer that spot as a possible make up time. If a make-up lesson is not able to be scheduled within the current semester, that lesson will be forfeited and payment will not be forwarded to the following semester. There will be opportunities for makeup lessons at the end of the fall and spring semesters. **A maximum of two lessons per semester can be made up** during the designated make up lesson days. Trades or reschedules during the same week (if schedules permit) are not limited in number. Acquisition of piano skills requires weekly consistency and commitment from both, the teacher, parent and the student. It can be tempting to cancel lessons due to busy schedules, last minute plans, too much homework, and etc.; however, keep in mind that consistency is the key to building piano skills.
- **Missed lessons**, regardless of reason for absence will not be credited toward the next semester tuition fee. **Lessons that are cancelled without proper notice will not be eligible to be made up.** The studio runs at full capacity and makeups are not guaranteed within that same week. There will be designated dates that will be set aside for make up lessons. (See studio schedule for details) If school is cancelled, please assume lessons will still be in progress as the weather may have cleared by the afternoon. In the case of poor travel conditions, a Skype lesson is a great alternative and can be done during the student's normal lesson time. Lessons that are cancelled on my behalf will be credited or a makeup lesson

will be offered if possible. Just as I ask you to let me know as soon as you are aware of a conflict, I will do the same for you.

- It is important that you **plan ahead** and let me know in advance of an upcoming conflict to avoid forfeited lessons. If I have enough notice, I may be able to have another student switch time slots for that particular week but this cannot be done on a day's notice. I am reserving a time spot for each student on a weekly basis so it is important that you make every effort to attend lessons as scheduled.

Tuition

- Payments can be cash, credit card, check (payable to Jenna Erdmann), PayPal transfer or other form of electronic payment.

\$18/30-minute lesson

\$27/45-minute lesson

- A designated number of lessons will be decided on for each semester (spring, summer and fall). Tuition can either be paid in monthly installments due with the first lesson of the month or upfront at the start of the semester. If the first lesson is missed, please send your payment to the studio address (2360 Abbey Ave. Oshkosh, WI 54904.) Payment will remain the same for each month within the semester, regardless of the number of lessons in that particular month.

Summer Lessons

- If a student chooses to discontinue lessons over the summer, a time slot in the fall studio is not guaranteed. The student will be placed onto a waiting list and contacted again when an opening is available. As long as the required minimum number of lessons is fulfilled, the lessons may be scheduled in a way that is convenient for the student and family during the summer months.

Discontinuing Lessons

- Lessons may be terminated if a student has consistent poor attendance, lack of preparation, or late payment. The decision to discontinue with lessons should be discussed thoughtfully with the teacher, student, and the parent. If a student chooses to discontinue lessons, it is preferred that this be done at the end of the semester. It will be assumed that each student will be continuing lessons in the following semester unless I am notified otherwise.

At the Lesson

- Students should arrive in a timely fashion. Arriving late is time lost from the lesson. Students should have their books and materials for each lesson. Siblings are allowed to wait inside at the discretion of their parents. Please do not arrive more than 5 minutes early for your lesson and please be prompt in picking your child up after their lesson.

- Practice is a required part of enrollment and each student should have daily access to a well-maintained acoustic piano, an 88-key touch sensitive digital keyboard or digital piano. Students will also need a notebook that will be designated for writing weekly assignments and also as a communication tool between myself, the student and the parent. It is imperative that the assigned music is brought to each lesson until it is 'complete' so that effective progress can be made during the lesson.

Thank you!
Jenna Erdmann