



## Studio Policies 2023-2024

Thank you for joining Skylark Music School! We are glad you are here, and look forward to making music with you. If you have any questions now, or at any time, please don't hesitate to **call or text** us at **(919) 205-9849** or email [info@skylarkmusicschool.com](mailto:info@skylarkmusicschool.com).

### Studio Location & Hours

The primary location of Skylark Music School is in the Timberlyne Shopping Center at 1129 Weaver Dairy Rd. #AF, Chapel Hill, NC 27514. We also offer lessons in the comfort of your home within a 6 mile radius of our primary location, or in the Briar Chapel subdivision.

Lessons are available from approximately 2:30-8pm Monday through Friday. Each instructor will set their own hours and maintain those hours throughout the school year. Once the schedule has been set, it can be very difficult to adjust, so please choose a time that will work well around other commitments throughout the year.

### Tuition & Fees

Tuition is due as listed below, and covers a total of **34 weekly lessons at your regularly scheduled time throughout the school year**. Breaks as listed on the official calendar in your [Student Portal](#) and teacher personal days have been pre-deducted from your lesson count for the year, and will not result in a change in payment due. **All materials** (sheet music, stickers, etc.), **and recital fees are also included** in your tuition.

There is a one-time, **non-refundable registration fee of \$100**, which will be automatically charged when your time slot is confirmed.

<b>Total Lesson Duration/Location</b>	<b>1st of each month Sept-May</b>	<b>By Year (3% savings!) Sept 1, 2023</b>
30 mins - in studio	165	\$1440
30 mins - in home	185	\$1615
45 mins - in studio	215	\$1875
45 mins - in home	235	\$2050
60 mins - in studio	315	\$2750
60 mins - in home	335	\$2925

**All tuition payments are due on the 1st of the month (September - May) and will be automatically charged to the card on file.**

*\*If there is an issue with your card on file, we will reach out to resolve it. There will be a 7-day grace period each month, after which lessons will be suspended until payment is received. Suspended lessons are not eligible for make-up. If you have questions or extenuating circumstances, please contact us before the end of the grace period to discuss them. Repeated late payment will result in dismissal from the studio.*

## Additional Fees

Non-studio events, such as competitions, masterclasses, or production auditions, may be subject to additional fees. Such fees will always be made known in advance of the event and go directly to the organization hosting the event.

## Contract cancellation and refunds

The final day to withdraw before the school year starts is **Friday, August 25th**. All students who choose to withdraw after that date will be charged for the month of September.

You may terminate your contract with 30-days notice using a studio withdrawal form found in your [Student Portal](#). You may choose to use the lessons in that month, or stop immediately. You are responsible for any tuition due within your final 30 days (eg. withdrawal on the 15th = 50% payment due for the upcoming month), unless you have found a student to take over your time slot and the switch has been approved by Skylark Music School. Your final balance for the last 30 days of your tuition will be automatically charged on the withdrawal notice date.

## Student rescheduling & Make-ups

Your monthly tuition payment guarantees **instructor availability at your student's regularly scheduled lesson time for 34 lessons between September 4, 2023 and June 7, 2024**. You may view our calendar at any time in your [Student Portal](#).

If you need to miss a lesson for any reason, we ask that you notice as soon as possible using our Cancellation Form. A link to this form will be provided in every lesson reminder, and it is also available anytime in your [Student Portal](#).

In the case of a missed lesson you may:

- Submit a video of your most recent practice assignment, due within 48 hours of your originally scheduled lesson, so your teacher can provide feedback and help prepare you for your next lesson. Instructions for how to submit a video are available in your Current Student Portal.
- Ask for a "teacher's choice" packet from your teacher for the day. This may include things to watch or listen to, musical enrichment activities, or other assignments.
- **In-studio students only** may switch to a Zoom lesson at their regularly scheduled time for any lesson cancelled with 24+ hours notice. This is not an option for in-home students, as your teacher will be traveling from one home to the next during your lesson time and will not be able to access the instruments/materials they need from the car.

No-call no-show's are not eligible for any type of make-up. More than two such absences in a semester will result in potential dismissal from the studio.

All lessons canceled by an instructor will be made up as soon as possible, with the exception of personal days as outlined below. It is the instructor's responsibility to contact you regarding available make-up times and work with your schedule in this instance.

## Two Free Bonus Lessons

In addition to our standard makeup options (synchronous Zoom, asynchronous video makeup, teacher's choice packet), we also encourage each student to take advantage of one free bonus lesson per semester.

All students will assigned one free lesson credit at the beginning of each term that can be used any time your teacher has a cancellation or additional time available. All bonus lessons will take place in our studio at 1129 Weaver Dairy Rd. #AF, Chapel Hill, NC 27514, regardless of your weekly lesson location, and credits will expire at the end of each term. This is an extra benefit for our students. It is not intended as a substitute for all lessons missed due to student conflicts, and has no monetary/refund value if left unused.

## Teacher Personal Days

Each instructor is eligible to cancel **one lesson per student per semester** (Fall/Spring) without offering a make-up opportunity. These two personal days have already been accounted for in your yearly tuition, and will not result in a

change in payment due. Instructors will communicate their desire to use a personal day cancellation in advance of your lesson, and personal days will not occur on either side of other scheduled breaks.

### **Inclement Weather**

In the case of inclement weather, Skylark Music School will follow the closing schedule of CHCCS and Chatham County Schools. These lessons may be made up by video submission or teacher's choice as outlined above. Synchronous zoom lessons are not available on Inclement Weather days.

### **Covid 19 Policies**

All of our staff are fully vaccinated, and we continue to monitor the spread of Covid-19 in our school community. We reserve the right to implement any of the following measures at any time to help curb the spread of Covid-19 and other diseases.

- Asking students to wash or sanitize their hands prior to lessons
- Asking students and teachers to wear masks during times of high community spread
- Moving lessons to Zoom temporarily while students or staff are ill
- Using portable HEPA air purifiers during lessons
- Terminating a lesson early without makeup if a student shows visible signs of illness at their in-person lesson

If your student is demonstrating signs of illness please cancel their lesson and utilize a makeup option.

If your family has a known case of COVID-19, and you have had a lesson recently, please communicate this to us so we can test and quarantine accordingly.

### **Student Dismissal**

Skylark Music School reserves the right to terminate your contract for any violation, including but not limited to:

- Repeated failure to pay tuition in a timely manner
- Repeated absence from lessons without notice
- Failure to adhere to studio policies as listed in this document, or as requested via email
- Disruptive or disrespectful behavior by a parent or student that can not be resolved
- Repeated insufficient practice between lessons

There will be no refunds in the case of contract termination on behalf of Skylark Music School.

### **Parent & Student Conduct**

All members of the studio are expected to treat one another with respect. If you feel that you or your student have been treated disrespectfully, please contact [info@skylarkmusicschool.com](mailto:info@skylarkmusicschool.com) immediately.

Students are expected to practice in between their lessons. Our suggestion is that a student practices approximately two times the length of their weekly lesson duration throughout the week (30 minute lesson = 1 hour of practice time/week or 10-15 mins/day). Short, frequent practice sessions are highly preferable to long, infrequent sessions. Parental assistance may be required to help students understand their assignment, as written by their teacher each week, or to sit down and help them practice in the early stages. If you are unsure of your student's practice assignment or your role, please reach out to your instructor for clarification.

### **Release of Liability and Acceptance of Terms**

As the legal parent, guardian, or student over 18 years old, I acknowledge that I have read and agree to these policies. Furthermore, I release and hold harmless Skylark Music School, its owners and operators from any and all liability, claims, demands and causes of action whatsoever, arising out of or related to any loss, damage, illness or injury that may be sustained by the participant and/or the undersigned, while in or upon the premises or any premises under the control and supervision of Skylark Music School.

This document has been e-signed as a part of your registration, and such signature is considered binding to all terms listed herein.