



## Virtual Lesson Policy Statement

**NEW Student Registration** A one-time non-refundable registration fee of \$27 per family is assessed before lessons commence. The registration fee accompanied with a completed and signed enrollment form secures the student's ongoing lesson appointment. Once the registration fee has been paid and both parties confirm, the virtual appointment is set and will be held for a maximum of one month.

**Google Classroom Code:** When beginning and ending the virtual lessons, a google classroom code will be entered by student and instructor. This serves as a record of lessons given for tuition and make up lessons purposes. The google classroom code will be provided during the initial introductory email.

**Monthly Even-Pay Tuition** Monthly even-pay tuition rates are based on a 30-minute lesson given once per week in accordance with the instructors' academic calendar, which averages four lessons per month. Monthly even-pay tuition is due by the first lesson of each month, payable by Pay Pal ([www.theharmonyhouse.net](http://www.theharmonyhouse.net)) or credit/debit (in store, by phone, or via AutoPay) to The Harmony House. Tuition payments are considered late when received after the 15th of the month and a \$15 late fee is assessed.

**Instructor's Schedule/Holidays** Private instructors establish their own schedule and calendar of teaching dates, averaging four lessons a month. Please check with your instructor or in our store for their schedule.

**Monthly Commitment** Instruction at The Harmony House involves a month-to-month commitment (no contract). Tuition reimbursements are not given for unused regular or make-up lessons within the current month.. If, for any reason, you or your student would like to transition to another instructor, please notify Dee ([dee@theharmonyhouse.net](mailto:dee@theharmonyhouse.net)) or Heidi ([heidi@theharmonyhouse.net](mailto:heidi@theharmonyhouse.net)) to request a transfer to another virtual instructor. If, for any reason, you decide to discontinue lessons, please offer the instructor and student the opportunity to have "closure" and to say goodbye. There is no reimbursement for unused lessons in the month of termination, therefore it is recommended that the student complete the month with his or her current instructor and transition in the subsequent month.

**Schedule Conflicts/Make-up Lessons** Please give the instructor a 24-hour notice when canceling a lesson by contacting them directly; this is considered an "excused absence." Lessons may be made up during a time that is agreeable to both parties, or two 45-minute lessons will be granted to make up for this absence. Both parties have held the appointment – honor the time with no more than four cancellations per calendar year. No tuition reimbursement is granted for unused make-up lessons. Tuition must be current before makeup lessons will be honored. Make-up lessons do not carry over from one semester to the next. A "no show" is considered an unexcused absence. No make-up lesson will be offered and no credit is given for unexcused absences. Two consecutive "no shows" without communicating with your instructor may result in removal from the schedule without notice or refund of tuition. In the event of instructor schedule conflict or illness, the lesson may be made up at a time agreeable to both parties or two 45-minute lessons may be scheduled. No make-up lessons are offered when instructor has indicated the date is a holiday (see their academic calendar). As the instructors handle their own teaching and make-up schedules, please consult your instructor's calendar and consult directly regarding the need for a make-up lesson.

**Punctuality** To be fair to the time commitments of our instructors and their students/families, each lesson begins on time and ends on time. No extensions or make-up lessons granted for students who are late for virtual lessons.

**Lapse in Payments** A lapse in your monthly tuition payment forfeits your lesson time from being held for you. Thus, your lesson time will be made available for another student on an ongoing basis. Please make plans to continue making your monthly payment(s) if you wish to take a break from lessons and still have your lesson time held for you upon your return.

**AutoPay** AutoPay option is available at no additional charge by simply filling out the AutoPay form (download from the web-site on the music lesson link and email to [dee@theharmonyhouse.net](mailto:dee@theharmonyhouse.net) or [heidi@theharmonyhouse.net](mailto:heidi@theharmonyhouse.net)). AutoPays are deducted on the first of the month from the credit or debit card you specify. Card information is kept secure and is not shared. There is a \$15.00 non-processing fee for cards that are declined for payment.

**Transition** The instructor reserves the right to terminate lessons for any reason, including (but not limited to) when a student is repeatedly unprepared for lessons. A student may be transitioned to another instructor, with the anticipation that a fresh start and a different approach will encourage preparedness.

**Instructor Commitment to Parent/Student** A professional lesson experience will be offered so the student may reach his/her potential. Regular weekly lessons will be provided during pre-scheduled times. A 24-hour notice will be given in the event s/he cannot teach.

**Parent/Student Commitment to Instructor** Attend weekly lessons, prepared for additional learning. Arrive on time and pack up promptly following the lesson. Have proper materials (instrument, books, assignment book, pencils, etc.). Pay monthly tuition by the 15th of each month; pay late fee if paying late. Give 24-hour notice of cancellation, except in the case of serious illness or other emergency. Practice and prepare.

**Practice Time and Suggested Materials for Musical Growth** Proper preparation includes practice time. Reasonable expectations are: Beginner: 15-20 minutes per day, 6 days per week (10-15 minutes daily if under age of 6) Intermediate: 30-40 minutes per day, 6 days per week Advanced: 45-60 minutes per day, 6 days per week. A quality instrument, well-tuned and maintained. Piano/keyboard with full-size keys, with touch-sensitive or "weighted" keys and sustain pedal. A metronome, for keeping even time while playing. An assignment log. All needed materials (books, assignment booklet, pencils). A folding music stand for home practice of guitar, band, and orchestra instruments. A room with proper lighting that is free from distractions during practice times.

Thank you for giving us the opportunity to encourage and nurture your student musically. In line with our mission statement, our prayer is that God will bless your child's talents and that his/her gifts will be used by God to bring honor and glory to Himself, both now and in the future.

**Owner/Director: Heidi Truitt** [heidi@theharmonyhouse.net](mailto:heidi@theharmonyhouse.net) (770) 422-0022

Duplication is prohibited without consent of THH. The Harmony House is a registered trademark.

Revised 04/7/20.