

Marble Music Studios Student Handbook

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REGISTRATION

We register students at all times throughout the year but have adopted a 12 month (40 week) calendar schedule with the option of a 10 month (35 week) school year calendar. .

Studio Registration Year: August-May 35 weeks

Summer Schedule: June-July 6 weeks

Register online by completing our online form. Complete registration by signing studio paperwork and paying registration deposit. You may stop lessons at any point during the registration year by giving a 30 day cancellation notice.

Wait List: As the studio reaches capacity, we now offer a wait list program. You may join the waitlist for a certain lesson or teacher. Waitlists are first come, first serve. We will notify you when your spot becomes open on the waitlist.

MEMBERSHIP/TUITION

Once your student is registered, you become a studio member. Members receive early registration for our yearly lesson times and summer camps before they are open to the general public.

Tuition: Tuition is billed monthly via Quickbooks invoice directly to your preferred email. Tuition is paid through recurring payments with ACH or Credit Card. Note: choosing a credit card will result in a 4% processing fee. You will receive a monthly receipt via your preferred email.

Monthly tuition takes into consideration scheduled breaks, make-ups and recitals.

*We no longer accept monthly checks or cash payment options.

**Financial Aid: If you need to schedule your automatic payment for a certain day of the month or need to create a special financial plan, please reach out to your studio location. We are more than willing to work with you to make lessons possible for your student.

Pausing Membership: Pausing your membership reserves your lesson time for the remainder of the registration year. This may be helpful for extended trips or family changes where you will miss a month or two of lessons. You may pause your membership for a holding fee of \$40 a month.

Canceling Membership Early: If you need to stop your lessons mid-term, we do require a \$100 early cancellation fee. We really notice a benefit to students completing the full term and can see the progress of their efforts.

Lesson Times: Lesson times are determined by teacher availability and instrument request. You will be given a list of available times upon your completion of your registration form or based on your intro lesson time. Lesson times are reserved for the registration year.

*We reserve the right to ask you to change your lesson time if teacher availability changes.

Switching lesson time: If a student needs to change to a new lesson time or day for the remainder of the term, we require two week's notice to make that switch. Students may have to move to a new teacher depending on availability. Lesson times fill up quickly and we may not have an additional lesson time available with your current teacher. We will do our best to accommodate any lesson day switches.

Teaching Staff: We are constantly growing our teaching staff to accommodate lesson time options. We strive to keep students with a teacher for the registration year to give stability and consistency for that year. We may encourage changing teachers throughout the registration years depending on student advancement or time availability.

*Substitute teachers: If a teacher is sick or unable to attend the lesson, the studio reserves the right to hire a substitute teacher for that lesson week.

Online Lessons: If a student is unable to attend the weekly lesson in person that week, students may choose to take their lesson online. We require **4 hours notice** to switch to an online format to make sure the teacher has time to set up their online equipment.

Make-up Lessons: Students enrolled in our 40 week program will receive *two make up credits* per registration year. Students enrolled in our 35 week program will receive *one make up credit* per registration year. The studio will host two makeup weeks, one in July and one in May to accommodate make up lessons. Studio teachers may schedule their make-up day based on their personal availability.

Students must give **4 hours notice** for any missed lesson in order to qualify for a make-up lesson. No call, no shows do not qualify for a make-up lesson.

Multiple No-Show Lessons: Students who reach up to **4 no-shows** per registration year may lose their lesson spot to a student on a waiting list.

In case of an emergency, please contact your teacher directly and/or leave a message with the studio. We will be there to support you and do what we can to help with the missed lesson.

Communication: Use studio email for preferred method of communication. You may also contact your studio teacher directly via email or text with any questions or information.

CANCELLATIONS/WEATHER:

Sick Day Policy: If a student is home due to COVID exposure or other illness, the student **must take their lesson online that week**, use their make-up credit, or forfeit the lesson that week. Please do not bring your child if they are experiencing a fever or other sick symptoms that could expose our staff or other students to illness .

Studio cancellations: If the studio cancels for any reason besides weather related studio closures, the lesson will be made up by a teacher or tuition refunded.

Inclement weather: Marble Music follows the Seward and Lincoln Public School cancelation policy. We do not make up weather-related cancellations in person. Clients can choose to take their lesson virtually that day at their normally scheduled lesson time. The studio also holds the right to cancel in person lessons if inclement weather is affecting surrounding communities where teachers or students live. Lessons will move online that day.

NON-DISCRIMINATION

Marble Music Studios believes in the inherent worth of each person and has created a space for teachers and students without discrimination based on race, color, sexual orientation, gender or religion.

SAFE STUDENT POLICY

Open Studio Policy-parents are always welcome into the lesson space at any point and can request an open door policy with teacher and student.

Cameras in each classroom for the safety of students and teachers.

Teachers go through background checks as part of our hiring process.

Please communicate any additional safe student practices your family may require to attend lessons comfortably in our space.

LESSONS/PRACTICE

We expect that our students make their music lessons a high priority in their week. The rate of progress with your instrument is directly correlated to time spent each week with your lesson assignments. As Dr. Suzuki said, "*Knowledge is not skill, knowledge plus 10,000 times is skill.*" It takes time and dedication to build skill and confidence.

Home practice: We recommend starting at around 10 minutes a day for 5 days a week. Pick a time of day that works best for your family and stick to it. Your family will start to develop a habit of practice. From there, you can increase your time as needed or as recommended by your teacher.

Attending Lessons: We expect our students to show up to lessons with all of their assignment materials and practice journal. The teacher may have to end the lesson early if books and materials are left at home.

Please arrive 5 minutes prior to your assigned lesson time to be ready to enter the lesson space at your assigned time. Teachers will make it a priority to be prompt about start and end times for lessons.

Parents: If you wish to attend your student's lesson, we ask that you watch quietly and attentively, even taking notes for weekly practice. Please do not use your cell phone in the lesson space unless to take notes or record the lesson for home practice.

Write down any questions you have and save them for the final 5 minutes of the lesson. Do not interrupt the flow of the lesson to ask your questions. This is a distraction for your student and disrespectful to the relationship of the teacher and student.

We offer waiting areas for parents if you need to care for a sibling or use your cell phone.

SPRING RECITAL

Marble Music offers a professional recital opportunity each registration year in the spring. *New beginning students who register for only spring lessons may not participate in the recital unless recommended by their teacher.

Recital Week: If your student needs an accompanist for their recital pieces, you will sign up for a dress rehearsal time slot to practice with your collaborative pianist.

*If your student needs additional rehearsals due to the advanced nature of the music, there may be an additional performance fee added to tuition.

Attendance: Annual Recital is included in membership and takes the place of one of the private lessons.. We do not offer any refund or credit for not participating in recitals.

All of our recitals are free and open to the public.

Additional Performances: We offer additional opportunities to enhance your musical experiences through workshops and performances throughout the year. Teachers may recommend students to audition or participate in a performance opportunity. Note: Workshops and Performances may have additional fees not included in tuition costs.