



Little Bird Music, Inc
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Studio Policies

Studio policies are in place to support consistency and fairness among all students and to protect our professional and personal time. Thank you for respecting them!

Tuition

Summer tuition is prorated per lesson as follows:

- 30-minute lesson: \$45/lesson
- 45-minute lesson: \$65.50/lesson
- 60-minute lesson: \$82/lesson

Payment Policy and Methods

You'll receive an email invoice for the total number of summer lessons, due one week after the invoice sent date. A \$35 late fee will be applied to payments made 10 days after the due date. All tuition fees are non-refundable. Payments may be made via AutoPay (ACH Debit), bank transfer via QuickBooks invoicing, Zelle (alice@littbirdtahoe.com), check (payable to Little Bird Music, Inc) or cash. A \$35 fee will be charged for each returned check.

Makeup Lesson Policy

Tuition reserves a spot for each student. As a rule of thumb, there are no guaranteed makeups or refunds for any missed lessons. However, if a student plans to miss a lesson and ample advanced notice is given (at least two weeks), we will do our best to reschedule at a mutually convenient time for teacher and student. Last-minute (day of) cancellations or no-shows will not be made up. If a student is sick and feels well enough to do a virtual lesson via Zoom or FaceTime, please consider the virtual option and let the director/teacher know ASAP. Any lessons canceled due to power/internet outages, extreme weather conditions/natural disasters/emergencies, or the unlikely event of teacher cancellation will be rescheduled.

Student Expectations

Our goal at Little Bird Music is to provide a joyful and encouraging environment for productive learning. To do so, students are kindly asked to follow this set of guidelines:

- Please arrive to lessons on time. Any missed time due to lateness will not be made up.
- Please come to each lesson with your piano books or other lesson materials.
- Make a small window of time to practice each day (10 minutes to an hour or more, depending on the level of the student). Our lesson time together is just the tip of the iceberg when it comes to learning. Meaningful progress can only occur if the student

actively practices each day. If a situation should occur to prevent practice, please communicate this to the teacher.

- Most importantly, have fun! After all, the mission of Little Bird Music is to help students cultivate a lifelong love of music and learning.

Parent Expectations

To ensure optimal learning results for students, parents are kindly asked to follow this set of guidelines:

- Create a gentle structure or routine that encourages your child to play each day.
- Parental involvement for students under the age of seven is strongly recommended. Younger students usually have a more positive learning experience if parents actively (and lovingly) participate in practicing with the student 10-15 minutes each day.
- It's important that parents and students have a clear understanding of what's expected before the next lesson and help keep students accountable in gentle, loving ways. The teacher will keep lesson notes in a notebook.
- Please be on time when dropping off/picking up the student to/from lessons and make sure your child has his/her piano books.
- Parents are responsible for purchasing new piano books at the teacher's recommendation.
- Kindly inform the teacher in writing (text or email) if you are unable to attend a lesson. Makeup lessons will only be considered with ample advanced notice (preferably at least two weeks). Repeated no-shows with no communication will result in the ending of lessons.
- If your child is ill (fever/chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, other G.I. symptoms), please keep your child home from in-person lessons and notify the director/teacher by text or email. If your child is too ill to attend a virtual session, please communicate this to the teacher in a timely manner.
- Should certain circumstances arise (i.e. the child does not wish to practice or seems to be losing motivation), the parent will communicate the situation to the teacher in a timely manner. Likewise, the teacher will communicate feedback to the parent about student progress, level of interest, and continued motivation.
- Please remind your child that polite/respectful behavior is expected during lessons. It's a good idea to make sure students are fed, dressed nicely, focused, prepared, and ready to learn. Disruptive or disrespectful behavior will be handled first by communication with the student directly, then, if unresolved, with the parent. If a situation continues and communication fails to resolve the problem, the teacher may consider ending lessons.

Other Policies

- Please accompany your young child to and from the outdoor studio entrance. The Z Marketplace parking lot is busy and not a safe place for children to walk unaccompanied. In the wintertime, snow shed off the roof is a concern, so please be aware of hazards as you enter and exit the building.
- The building is outfitted with fire alarms, extinguishers, and first aid kits. In the event of an emergency and building evacuation, student(s) and teacher will meet in the Z Marketplace

parking lot and walk to either: Trout Creek Recreation Center (12790 Northwoods Blvd.) or The Lodge Restaurant and Pub (12850 Northwoods Blvd.).

- Parents/guardians of students under the age of 18 must be either present on the premises or 100% available via cell phone contact for the duration of each lesson.
- If a relative, nanny, or friend unknown by the teacher is to pick up the student(s), the parent/guardian must inform the teacher in advance of individuals authorized for pick up.
- If another student is in a lesson, please wait outside until the lesson is completed.
- Parents are respectfully asked to wait outside or in the waiting area and refrain from interrupting the teacher during studio lessons. This ensures the most productive one-on-one learning time between teacher and student. The teacher will take a few moments after the lesson to give the parent a brief recap of the session.

Little Bird Music is grateful to work with your family! Thank you for making music a part of your life.