

# QUATTRO STUDIO POLICIES

## Payment

### PAYMENT

Students will register for 15 weeks of lessons in the Fall Semester and 15 weeks of lessons in the Spring Semester.

For students who register 2 weeks after the start of the semester a prorated tuition will be charged.

Students who withdraw from lessons mid semester will not be refunded.

### PAYMENT OPTIONS

**Option #1** - Full Payment at the beginning of the semester

**Option #2** - Half Payment at the beginning of the semester and a second Half Payment mid semester.

**Late Fees** - There will be a \$10.00 late fee 5 days after the due date.

A fee of \$30.00 will be charged for any returned checks.

Payments will be accepted by Personal Check or Cash, or through the ZELLE app. If you wish to use ZELLE send payments to the mobile phone #:

317-414-8190

If you have a PayPal account please make payments to [bassbike@me.com](mailto:bassbike@me.com)

**PLEASE NOTE:** If you wish to use PayPal please add 3% of the total you are paying to cover the PayPal Fees. It was formerly possible to use "Friends and Family" to avoid paying fees, but PayPal has identified [bassbike@me.com](mailto:bassbike@me.com) as an email address associated with a business, and will not allow payments without the 3% fee.

**\*\*\*\*Please make checks payable to QUATTRO STRING ACADEMY, INC.\*\*\*\***

Checks may be mailed to the following address:

Quattro String Academy, Inc.

14957 Pollard Drive

Westfield, IN 46074

**PLEASE DO NOT MAIL CHECKS TO THE CARMEL STUDIO ADDRESS.**

# QUATTRO STUDIO POLICIES

## Attendance

### ATTENDANCE

Students are expected to come to their lessons and group classes prepared, with all materials, and on time. Unexpected circumstances may arise occasionally. In these cases please contact your teacher by cell phone as soon as possible. Teachers will wait 15 minutes after the scheduled start of the lesson time, but will not be required to teach the student after that point. Missed lesson times will not be made up. If a teacher is late, all times will be made up.

### SCHEDULE CONFLICTS AND RESCHEDULING LESSONS

Our teachers are all active performing musicians and from time to time will have conflicts with regular lesson times. The teacher will be responsible for rescheduling lessons under these circumstances.

If a student has a conflict with a scheduled lesson that is unavoidable, please contact the teacher directly. Teachers will reschedule a makeup lesson at a mutually convenient time. Notice of lessons needing to be rescheduled must be given by 8:00pm the evening prior to the lesson day. The only cases of last minute cancellations that will be excused are illnesses, accidents, or severe emergencies. If you have an unexcused absence (e.g. No Shows, No Contact, or Last Minute Cancellation), the teacher is NOT required to make up the missed lesson. *The lesson will not be reimbursed.*

If there are extenuating circumstances (e.g. breaking an arm or finger) or prolonged illness, options will be discussed. If time does not permit make up lessons, the remaining fee will be credited to the next semesters tuition. *There will be no refunds.*

If a teacher cancels a lesson, the teacher is required to make up that lesson. Every effort will be made to schedule a make up lesson, but if one cannot be scheduled, that lesson fee will be credited to the next semesters tuition. An update of credits will be sent periodically via email.

***The lesson time is reserved for you, the student. This is YOUR lesson time.*** Please try to schedule doctor, dental, hair or other kinds of appointments on another day that does not conflict with your lesson time. *These will be unexcused and will NOT be made up or reimbursed.* If the student is participating in after school activities, please look ahead to those

events before the first lesson to avoid any scheduling difficulties. Most teachers will not be able to change regular lesson times mid semester.

## **QUATTRO STUDIO POLICIES**

### **Private Lessons**

#### **PRIVATE LESSONS**

For children 4 through 11 years old, a parent, preferably the “practice parent”, will be required to stay with the student in the lesson and take notes. Even if you don’t know anything about music, following the teachers instructions and guiding the child through the practice will greatly enhance learning and help the student get on a good path. Parents have a huge role in the success of the student.

Practicing is also required and daily practice is essential. Learning a musical instrument is a CORE activity and must be given daily practice and thoughtful repetition. Please help your child find a good, productive time to practice. A little bit everyday is better than nothing at all. It’s like a sport; we need to teach our brains and develop our muscle memory.

Quattro String Academy reserves the right to dismiss any student for the following reasons:

- **A lack of practice and commitment**
- **Persistent tardiness**
- **Missed lessons**
- **Failure to progress**

If you have any concerns or issues, please speak with your teacher first. Remember, teachers want what’s best for your child, so please feel free to communicate openly with them. The teachers of Quattro String Academy are there to help in whatever way we can.