

CREATIVEROOTS

MUSIC STUDIO

Policies & Additional Info

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Calee's Contact Info:

Email calee@creativerootsmusicstudio.com (preferred)

Phone 563.920.3487 (texting is preferred)

Calee → Kay-lee

Tuition

Weekly Lessons:

Paid Monthly

\$110/30min

\$160/45min

\$210/60min

Bi-Weekly Lessons:

Paid Monthly

\$60/30min

\$85/45min

\$110/60min

Pay-Per-Lesson:

Paid Weekly

\$38/30min

\$55/45min

\$70/60min

-Multiple family members receive 10% off per month

-Discount only applies to weekly students paying monthly tuition.

-All lessons must be at least 30 minutes in length to receive the discount.

Weekly & Bi-Weekly Lessons:

-Weekly and bi-weekly lessons are on a flat-rate monthly tuition. Tuition remains the same regardless of how many lessons are in the month.

-Tuition covers the following:

-Lessons for the instrument(s) of your choice.

-Your weekly or bi-weekly time slot.

-Any work Calee does outside of your lesson time.

-Finding and purchasing sheet music outside of the lesson book, arrangements, recordings, instructional videos, transcriptions, transpositions, worksheets, recital videos, etc.

-General studio and equipment costs.

- Weekly lessons are charged for 40 lessons per year, distributed evenly across 12 months.
- Bi-weekly lessons are charged for 20 lessons per year, distributed evenly across 12 months.
- This allows for 12 weeks off, which will be split between Calee and each student/family.
 - Six weeks off of your choice
 - If you choose to attend these lessons instead, there will be no extra charge.*
 - One week off for fall break (Mon-Fri), *following the DPS schedule*
 - One week off for spring break (Mon-Fri), *following the DPS schedule*
 - Two weeks off for the holidays: December 22nd-January 4th
 - Two weekends off for Denver Women's Chorus commitments (Sat/Sun)
 - Two weeks worth of lessons off of Calee's choice
- This comes to an average of \$33/30min, \$48/45min, \$63/60min (*at the weekly lesson rate*).
- Cancellations beyond your six chosen weeks will still be charged under the monthly tuition.
 - Tuition covers your weekly or bi-weekly time slot as well as the lessons themselves.*
 - Makeup lessons may be offered depending on availability (*see Attendance below*).
- In the event Calee cancels more than six weeks of your lesson day within a 12-month span, a makeup lesson will be offered or a credit of 25% of your monthly tuition will be applied to the following month.
- If lessons begin in the middle of the month, the remainder of the month will be prorated at \$30/30min, \$45/45min, \$60/60min.

Pay-Per-Lesson:

- Lessons are "a-la-carte" and are scheduled and paid for on a week-to-week basis as the schedule allows.

Payments

-Acceptable forms of payment include

- | | |
|---|---|
| -Auto-Pay (<i>most popular</i>) | -Gift Card |
| -Credit Card directly through the invoice | -Cash |
| -Credit Card in-person | -Personal Check |
| -Venmo @creativerootsmusicstudio | <i>Checks are to be made payable to Calee Philgreen or Creative Roots Music Studio.</i> |

Weekly & Bi-Weekly Lessons:

- The month will be paid for in advance at your monthly tuition rate.
- Invoices will be sent on the 25th of the month, due on the 1st.
- If payment has not been made by the 5th of the month, a \$10 late fee will be applied and will be charged to the following month's invoice.
- If payment is still not received by the 8th of the month, lessons will be canceled until the invoice is paid. Lessons will still be charged within this time.
- If payment is still not received by the 15th of the month, lessons will be removed from the calendar and may be filled with another student.

Pay-Per-Lesson:

- An invoice will be sent at the time of scheduling the lesson.
- Payment is due at least 24 hours in advance.
- If payment is not made 24 hours prior to your lesson, the lesson will be canceled.
- Cancellations made within 12 hours of the lesson will still be charged without a makeup.

Scheduling

Weekly & Bi-Weekly Lessons:

-Lessons are scheduled for the same day and time each week.

-Lessons are scheduled on a first-come, first-serve basis with weekly students typically taking precedence.

-Bi-weekly lessons are typically not scheduled during peak hours unless another bi-weekly student is able to meet on the off-weeks.

-4:00pm-7:00pm on weekdays.

-9:00am-12:00pm on Saturdays.

-9:00am-2:00pm on Sundays.

Studio Hours

Sunday	9:00am-5:00pm
Monday	2:00pm-8:00pm
Tuesday	2:00pm-8:00pm
Wednesday	2:00pm-8:00pm
Thursday	2:00pm-8:00pm
Friday	Closed
Saturday	9:00am-2:00pm

Rescheduling

-Lessons may be rescheduled within the same week of your lesson as the schedule allows. However, rescheduling a lesson is not a guarantee. Calee will do her best to accommodate, but if we are not able to reschedule the lesson within the week, it will still be charged under the monthly tuition.

-Notice of rescheduling a lesson must be made at least 24 hours in advance. Without proper notice, the lesson will still be charged under the monthly tuition without the option to reschedule.

-If you have already received your automated lesson reminder, we are within the 24-hour period and the lesson will not be rescheduled.

Late to Lesson

-Lessons are typically scheduled back-to-back; if you are late to your lesson, the lesson will begin when you arrive and will still end at our scheduled time.

-Please let Calee know you will be late as soon as you are able.

-If Calee hasn't seen or heard from you within 5-10 minutes of the start of your lesson time, she will check in to see if we're still meeting.

-Lessons may be held online for the remainder of our time if needed.

-If Calee still hasn't heard from you within 15-20 minutes of the start of your lesson time, it is assumed we will not be meeting and the lesson will still be charged under the monthly tuition.

Abnormal Cancellations

-Sick policy: If either you or Calee is sick, an optional short video may be sent walking through the next assignment. The lesson will still be charged under the monthly tuition.

-If Calee is sick, she will send the video as soon as possible; ideally within 2-3 days.

-Dangerous Road Conditions (snow/ice): Plan to stay in touch.

-If Calee cannot make it to the studio, all lessons will be held online.

-See below for info about online lessons

-Optional: A short video walking through the next assignment may be sent if you opt out of an online lesson.

-If Calee can make it to the studio, you may choose to do your lesson in-person, online, or receive a short video.

-All lessons will still be charged under the monthly tuition.

-Emergency cancellation: An optional short video may be sent walking through the next assignment and the lesson will still be charged under the monthly tuition.

Moving to a New Time Slot

-Of course, life happens and you might need to change your lesson time.

-Please reach out to Calee as soon as possible and she will do her best to accommodate.

-If the schedule is full and we are not able to find a new time slot, tuition will pause at the end of that month and you will be moved to the top of the waiting list until we can find a new time.

-Rescheduling, online lessons, or short video lessons may occur through the end of that month as needed.

Attendance

-You are welcome to miss as many lessons as you would like, but monthly tuition will stay the same regardless.

-Regular attendance is encouraged and will result in the most progress.

-Family Discount Requirements:

-All family members must keep attendance above 60% to receive the discount.

-If attendance drops below 60% for any one student, lessons will stay on the calendar but the family discount will be removed for the following month's tuition for that student.

-If there are only two family members, the discount will be removed for both students.

-The family discount will be reapplied once attendance is raised above 60% again.

-Attendance is tracked in 90-day periods.

Summers

-Calee teaches year-round and keeps a consistent schedule through the summer.

-If lessons are paused through the summer, it is not guaranteed a spot will be open in the fall. You may be added to the waiting list when you return.

-Monthly tuition may still be paid if you would like to hold your time slot.

-If you change lesson times through the summer, it is not guaranteed the same school time will be available in the fall.

-If you would like to change lesson times and keep your school time, both time slots will be charged monthly tuition at the family discounted rate.

Miscellaneous Info

-Calee will still plan to teach on holidays such as Labor Day, Memorial Day, Presidents Day, etc. If you wish to take these days off, they will still be charged under the monthly tuition.

-If you would like to schedule an extra lesson (*audition prep, test prep, etc.*), the lesson will be charged separately under the Pay-Per-Lesson pricing.

-Calee typically does not respond to business-related texts, emails, and phone calls between the hours of 8:00pm-10:00am Mon-Thurs, 5:00pm-9:00am Sat-Sun, or anytime on Friday. She will get back to you as soon as possible and thanks you in advance for your patience.

-Calee typically handles admin work and the week's "homework" (*finding new music, arrangements, recordings, etc.*) on Monday and Tuesday mornings.

Pay-Per-Lesson:

-Lessons are scheduled on a week-to-week basis.

-It is your responsibility to contact Calee to set up a lesson.

-Lessons must be scheduled at least 48 hours in advance.

-Weekly and bi-weekly students have the first choice in scheduling. It is not guaranteed a spot will be open each week if paying per lesson.

Practicing

-Weekly practice will depend on the age of the student as well as your weekly schedule/routine outside of lessons.

-It is highly encouraged to practice at least 10-30 minutes, 3-5 times per week.

-10-15 minutes for younger beginner students.

-15-30 minutes for more experienced players.

-If you have not practiced between lessons, it is recommended you still attend your lesson.

-We will review materials from the previous week and use the lesson as a practice session for that week.

-You will see the most progress with a consistent practice routine.

-Pro practice tip: break it up and slow it down. Patience and persistence is the key.

Waiting List

-Should your lessons be put on the waiting list for any reason, please let Calee know of your day and time preferences. She will reach out as soon as possible with new time options.

-Students on the waiting list will be added to the schedule in the order they were added to the list, as it works with both of our schedules.

-Exception: weekly and bi-weekly students paying monthly tuition who need a different lesson time will be moved to the top of the list.

Online Lessons

-Lessons will be held via Facetime, Zoom, Skype, or Microsoft Teams.

-Equipment required for lessons:

-Device with video & audio capabilities.

-Piano Lessons: Your piano or keyboard.

-It is not a requirement that Calee can see the piano and your hands for piano lessons, but it is preferred if possible.

-Setting the device off to the side of the piano typically works best to see your hands.

-Voice Lessons: An extra device to play songs on is preferred but not required.

-Lesson reminders will be sent in Mountain Time. This may come at a different hour if you are in a different time zone. We will meet at the time we agreed upon.

-It is highly recommended to have a functioning printer as Calee will consistently be sending music to be printed. A good alternative is an iPad, especially when coupled with the app Forscore.

Pausing Lessons

-Lessons may be paused at any time.

-No refunds will be given if lessons are paused prior to the last lesson of the month.

-Rescheduling or online lessons may occur through the end of that month as needed.

-You are welcome to restart lessons at any time after pausing, but it is not guaranteed a time slot will be open and you may be added to the waiting list.

Miscellaneous

-Calee often teaches back-to-back lessons and cannot be responsible for your child outside of our allotted lesson time. Please arrive a couple of minutes early to pick up your child if you are not already in the lobby.

-If equipment is damaged due to reckless behavior, the student's parent/guardian may be held responsible for repairs.

-Any photos taken during lessons or events may be posted around the studio, on the website, or on social media. Please notify Calee if you would like to keep your photos private.

-Two recitals are held each year for both online and in-person students. Recital participation is highly encouraged but is not mandatory.

-Refer a friend and receive a free lesson!

-Make sure they mention your name when they reach out.

-When they sign up for at least a month of lessons, you will receive a free lesson credit worth \$35, applied to the following month's tuition.

-Policies may be subject to change.

Thanks for joining Creative Roots Music Studio!

Calee's top two priorities are to educate you or your child as thoroughly as possible and to have as much fun as possible while doing so. If you ever have any questions about music, homework, scheduling, billing, etc., please don't hesitate to reach out.

Date: _____

Phone: _____

Email: _____

Student Name: _____

Student/Parent/Guardian Signature: _____