Studio Policy

Liz Townsend Voice Studio

Musicians and Families in Liz Townsend's Music Studio agree to:

- Respect and adhere to the policies in this document.
- Inform directors/coaches of their vocal studies and include lesson times in conflicts for any/all activities.
- Adhere to a regular practice routine as outlined by their teacher.
- Be good citizens of the world, treating other singers, teachers, artists, and humans with respect and kindness at all times, regardless of race, identity, orientation, creed, or religion.

SCHEDULING

Each student signs up for a specific time slot that repeats weekly, supporting easy planning and consistent improvement. Each time your lesson slot occurs in a given month, that time is saved just for you! The only exceptions are studio closings, which will be communicated at the beginning of each month.

PAYMENT

Invoices are sent at the end of each month for the following month's lessons, and **payment is due on the first of each month.** Tuition is billed regardless of attendance. This policy is consistent with those of sports teams, schools, and camps. Regular attendance is of the utmost importance to make improvement! Payment is accepted via Paypal, Venmo (@liztownsendmusic), or check (made out to Liz Townsend). A fee of $20 will be assessed for late payments. Consistent late payments or failure to provide compensation may result in loss of your spot in the studio and loss of accrued make-up lesson credits.

CANCELLATIONS

Lessons cancelled with at least **48 hours notice** are eligible for a make-up lesson credit. Lessons cancelled with less than 48 hours notice cannot be rescheduled. Please do not ask for exceptions to the time limits on cancellations.
No refunds will be given for cancelled lessons under any circumstances. Please take care not to schedule events that will conflict with your lesson time. Students who frequently miss or cancel lessons may be dropped from the studio.

MAKE-UP LESSONS

Make-up lessons are not guaranteed, so please try hard to attend your regular lesson time each week. Make-up lesson credits cannot be used during your regularly scheduled lesson time in lieu of payment. Make-up lesson credits must be used within 30 days of the cancelled lesson. The student/parent is responsible for scheduling the make-up lesson within that 30-day period.

TEACHER ABSENCES

If the studio will be closed on any given day due to a performance, holiday, or a pre-planned teacher absence, you will be notified at the beginning of the month and you will not be charged for that lesson. If the teacher needs to cancel a lesson after tuition is due for that month, your account will be credited for the missed lesson. If availability allows, the teacher may offer a make-up lesson in the event of a studio closing. You are neither obligated reschedule nor financial responsible if the teacher cancels a lesson.

PUNCTUALITY

Let me know if you will be late to your lesson. If I have not heard from you 10 minutes into your lesson time, your time for that day is forfeit. However, if you contact me, I will be happy to wait and provide you the portion of your lesson slot that you are able to attend.

WEATHER

If the weather is such that it becomes unsafe to travel, I will reserve the last Friday of each of the winter months for lesson make ups. You may also opt for a virtual lesson due to weather. Please contact me as soon as you are able if you plan to cancel or would like a virtual lesson due to weather. Additionally, I will do my best to keep the driveway and sidewalk plowed and salted, but please exercise caution while walking in those areas. I am not responsible for any injury that may occur.

ILLNESS

Please stay home from your voice lesson if you are contagious or if you have lost your voice completely. If you feel as if you may be contagious, you are welcome to opt for a virtual lesson (please see virtual lesson guidelines, see below). If you are just feeling a little under-the-weather due to allergies, fatigue, stress, etc., come on in! There is still a lot we can work on! Cancellation guidelines for illness are the same as usual; see "cancellations" section above.

VIRTUAL LESSONS

While COVID-19 threw a wrench in many aspects of our lives, it made virtual lessons common-practice in the music world! I will continue to offer virtual lessons for the foreseeable future. If you are an in-person student who would like to opt for a virtual lesson on any given week (perhaps for sickness or lack of transportation), please email me at least 1 hour in advance (certainly more notice is welcome).

PRACTICE REGIMENT

Regular practice is crucial for improvement. Lesson notes will be recorded each week by the teacher in a Google Doc that is shared with the student and parent. Students should bookmark the Google Doc in their web browser and reference it while practicing throughout the week. This will ensure the student practices using the tools we worked on in the lesson and come prepared for the next lesson.

VOCAL HEALTH POLICY

Vocal health is of utmost importance when singing. I make it a priority to ensure students are using healthy vocal techniques in their singing. If at any point I feel a student is not employing the techniques learned in lessons and/or the student's vocal load becomes too much, I reserve the right to drop the student from the studio in their best interest.

STUDIO BEHAVIOR

My music studio is in my home and I expect that it is treated that way. If there are multiple students in your family taking lessons or if parents want to sit inside, I have a designated place to wait while the lessons are going on. Students are certainly welcome to use the restroom as needed, but the remainder of our home will remain private. This includes all other areas of the house and outdoor space.

COMMUNICATION

In order to maintain a healthy work-life balance, I try to conduct business communication via email (ewood.townsend@gmail.com). This also ensures I stay organized as all studio-related business stay in one place. Text and phone call communication is reserved for time-sensitive matters such as notifying me that you are running late for a lesson (see "Punctuality" section above).

LESSON DISCONTINUATION

If you choose to stop taking lessons, 14 days notice is required. If you choose to stop attending lessons before 30 days have elapsed, remaining tuition will still be due and tuition will not be refunded. Upon termination of weekly lessons, whether by withdrawal by the student or dismissal by the teacher, all accrued make-up credits will be void and no refunds will be issued. Your lesson time can't be held if you are not enrolled, but if you need to drop lessons for a period of time and come back, you can choose from available times when you return.

I agree to the terms set forth in this policy by Liz Townsend. I understand that these policies may change at any time, as determined by the studio.

Student Name (Printed)	Student Signature	Date
Parent Name (Printed)	Parent Signature	Date

Revised 11/27/2022