

Policies

Thank you for choosing Vissi d'Arte Studios. We are so excited for the opportunity to work with you. We are committed to creating a positive and encouraging learning environment, so it is important for all students and guardians to understand and abide by the policies outlined both in this document and in the Student Expectations.

Communication

Primary form of communication will be through email, so be sure to check your email accounts regularly. Please inform the instructor of any change of email address. We'll also ask you for a phone number as a second means of communication.

We know that learning to sing or play an instrument can be a difficult and strange process, so please be in open and honest contact with your instructor from week to week on any needs or concerns.

Privacy

Vissi d'Arte Studios takes students' and their guardians' privacy seriously. Your information is only asked for to enhance the student-teacher relationship; your private information will not be redistributed.

Scheduling

Private lessons will be scheduled when you register. Every effort will be made to accommodate your availability. If you need to switch lesson times, please contact your instructor at least two weeks before the change needs to take place, and we will do our best to accommodate your request and find a time that works for everyone. If you would like to change lesson times only temporarily, we will not necessarily hold your previous time slot open. Please be in communication with your instructor, if this is the case, to find the best solution.

Attendance and Absences

Instructor Absences: In the event of an instructor absence, the instructor will contact you as soon as they are aware of the conflict in order to make alternate arrangements.

Planned Absences: We understand if you need to cancel a lesson for any reason. If you know in advance of a lesson(s) you'll have to miss, be sure to let your instructor know as soon as you find out about it so you can reserve time for your makeup lesson before it is gone or so your payment can be adjusted accordingly. If you don't tell your instructor of a known absence beforehand, you will still be charged for that lesson and won't get the option to apply the payment credit to another time.

Student Illness: Vissi d'Arte Studios takes your health seriously. If you don't feel well, don't feel pressured to attend your lesson, but be sure to notify your instructor ASAP. If you notify your instructor by noon on the day of your lesson, you have options. You can either schedule a makeup lesson, or you can receive that lesson's payment as a credit to be applied at a later date. If you don't tell your instructor you'll be absent, or if you wait until after noon on your lesson day, you will simply forfeit that lesson. We do, however, understand that emergencies happen, so your instructor will manage any extenuating circumstances on a case-by-case basis.

Makeup Lessons: When you schedule a makeup lesson, please arrange it *before* the lesson that you will miss. Also be sure that you choose a day/time within 30 days of your missed lesson. If you can't schedule the lesson in advance and within the next month, then you can just pay for the rest of the month's lessons at the regular rate (see monthly payment option B below).

Inclement Weather: In the case of inclement weather, your instructor will let you know if lessons will continue as normal or not. Please be sure to check all possible means of communication for updates. Note: Neither Vissi d'Arte Studios nor individual instructors will be liable for your failure to follow up if you have any question about closings.

Payment Plans

- Monthly
 - A. Pay at the beginning of the month for the entire month of lessons at a discounted rate.
 - B. Pay at the beginning of the month for a select number of lessons at the normal rate.
- Weekly--Students pay per lesson at the beginning of each lesson. Lessons will not take place without payment upon the student's arrival.

Payment Due Dates

- Monthly (A and B plans)
 - Pay at any time from the 15th until the 5th of the previous month
- Weekly
 - Pay at the time of the lesson
- Brand new students must have their payment ready at their first lesson.

Late Payments

- Monthly
 - A. New Students: Payment is considered late if not received by the start of your first lesson.
 - B. If you are a continuing student, you have until the 5th of the month to turn payment into your instructor.
- Weekly
 - A. If you don't have payment when your lesson is scheduled to start, you won't be able to have a lesson that week.

Late Payment Fee*: Vissi d'Arte Studios will charge a \$10 late fee if monthly payments are not paid by the 5th of the month. No lessons will be given until full payment, including the late fee, is provided.

**only applies to monthly payment option*

Returned Checks: Vissi d'Arte Studios will charge a fee of \$30 for any checks that are returned.

Other Services: Payment for any other services, such as instrumental accompaniment, will be paid directly to the service provider.

Discontinuation

If you decide to stop taking lessons at Vissi d'Arte Studios at any time, you may do so, no questions asked. Please notify your instructor before your payment is due in order to pay for your remaining lessons on an individual basis (see monthly payment option B). If you don't let your instructor know that you would like to stop taking lessons, you will lose any remaining lessons at your own cost.

Legal Addendums

Agreement: Students and guardians are expected to enter into a written agreement with Vissi d'Arte Studios and to abide by the Discontinuation Policy if they ever wish to end this agreement.

Indemnity: Students/Guardians agree to indemnify Vissi d'Arte Studios and to hold and save Vissi d'Arte Studios harmless from and against any and all claims, actions, liabilities, demands, loss, damages, or expenses of whatever kind or nature, including attorney's fees, which may at any time be incurred by reason of participation in any activity at Vissi d'Arte Studios, or sponsored by Vissi d'Arte Studios at a separate location.