

The Voice Studio Policy of Sarah-Nicole Carter, 2024

Thank you for allowing me the opportunity to teach you! I consider it a privilege to be involved in your musical journey. In order to ensure your best musical progress, as well as maintaining the utmost respect for all parties involved, these are my studio policies and guidelines.

Lesson Payment

The standard policy is that each student is charged on a lesson-by-lesson basis. Payment for your lesson is expected within 24 hours after the lesson time. Arrangements for payment deadline extensions can be arranged as needed, but these arrangements must be made prior to the beginning of your lesson.

You may pay in advance for a series of lessons if you arrange it with me first.

For everyone's convenience, I encourage you to have a credit card on file through the student portal that will be automatically charged at the time of our lesson. Other acceptable forms of payment are cash, check, Venmo, and Zelle.

If you owe a balance and we have not agreed together on payment arrangements, then you will not be able to participate in further lessons and studio activities until your balance is paid in full.

Lesson Scheduling

Signing up for lesson times is to be done through the student portal. Each student should sign up for the lesson times that they want, but the sign up must happen no later than 24 hours before the lesson time.

In order to achieve sustained musical growth and tangible progress towards your goals, I encourage regular lessons. Weekly lessons are recommended, but I will work with whatever frequency is needed to meet the needs of each student.

Lesson Cancellation

Cancellation of an individual lesson is to be done through the student portal no later than 24 hours before the scheduled lesson time. Cancellations made before the 24 hour deadline will incur no penalties.

If a cancellation occurs within 24 hours of the lesson time, you will be charged for half of the normal price of the lesson. Half-payment for the canceled lesson is expected within 24 hours after the originally scheduled lesson time.

If you are having difficulty accessing or using the student portal to cancel or reschedule your lesson, please notify me asap via phone call or text! Accommodations can be made for technical difficulties.

No-Show Students

If you do not show up to your scheduled lesson, have not canceled your lesson in the student portal, and/or have not contacted me prior to your lesson time stating that you will miss your lesson, then you will be considered a no show. You will be charged for the full lesson. Payment for the missed lesson is expected within 24 hours after the originally scheduled lesson time.

Illness

Please do not enter the studio if you or anyone with you has any signs of illness. This includes fever within the past 24 hours, coughing, or any flu-like symptoms. I reserve the right to ask students to leave the lesson if I feel there is a potential for germs to spread. Students who are ill can request a virtual lesson via Skype at any time prior to their lesson time by contacting me to make arrangements.

If you notify me that you are canceling due to illness before your lesson but after the 24 hour cancellation deadline, you will not be charged the normal half-payment for a late cancellation. I reserve the right to request a doctor's note in order to waive the half-payment. If I ask you for a doctor's note and you cannot produce one, then you will be charged the half-payment.

If you do not notify me that you are canceling due to illness before your lesson then it will be considered a no show and you will be charged for the full lesson.

Teacher Cancellation

If for any reason I need to cancel a previously scheduled lesson, I will inform you as soon as I can that our lesson has been canceled, as well as update the student portal. In most cases I will provide more than 24 hours notice, but in some cases, such as sudden illness, you may

receive less than 24 hours notice. In the event that I cancel your lesson I will work with you to try to find an alternate time for your lesson so you don't lose valuable progress, but if we cannot reschedule then you will not be charged for a lesson that does not happen.

Parents Attending Lessons

Parents are welcome to enter their child's lesson at any time to observe. It is beneficial for parents to attend lessons once in a while to observe their child's progress first hand, as well as understand what is being taught so they can encourage proper practice at home. Regularly, lessons should be one on one between myself and the student, whenever possible.

Failure to adhere to the studio policy may result in the student being asked to leave the studio.

By signing below, I confirm that I have read the above policy, and agree to comply with the policy.

Signature _____ Date _____