

Frequently Asked Questions (FAQS)
St. Pete Music, Acting, and Dance
Seminole School of Music

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What behavior is expected of students?

Safety in all areas of our studio is top priority and requires supervision and respect for the studio and others as a learning environment. Children under 9 are required to remain seated and be accompanied by an adult when in designated high-traffic areas like the studio entry. Children should not run free in the studio lobby and rooms. Students, siblings, and families should not enter the studio office without being invited.

Disruptive student, sibling, or family behavior will not be tolerated. Students, siblings, and families should not interrupt a class/lesson in session.

Disruptive behavior by a student will be addressed by staff and directed not to continue. Students who ignore direction by staff will be asked to sit out until they can be a productive participant. Students continuing to be disruptive or threatening will be asked to leave the studio.

How do I contact the studio about scheduling or billing?

All questions and concerns related to scheduling and billing are to be directed to the main office staff. Questions related to topics covered or assigned in lessons should be communicated to the instructor via the FreshGrade app.

Cancellations and Change Requests need to be emailed as written correspondence using the email addresses below.

You can text or call the studio using the numbers below. Texting will usually get you a faster response. We have a virtual receptionist service to answer your calls 24-7 when our office staff is unavailable.

St. Pete Music, Acting, and Dance (Formerly PLAY Performing Arts) – (727) 202-3268 and info@stpetemad.com

Seminole School of Music (Formerly Rock It Music!) – (727) 393-7625 and info@seminolemusiclessons.com

How do I contact my instructor?

Questions for instructors related to topics covered or assigned in lessons should be communicated to the instructor via the FreshGrade app. It is against our studio policy for our instructors to provide their personal number. Please do not ask instructors for their number or contact them outside of the FreshGrade app.

What is the FreshGrade App?

Freshgrade is a learning journal system that enables our Private Music Lesson students and families to share in multi-media lesson resources and at-home work assignments on any device, 24-7. Parents and students use the purple Parent version of the app. You will receive an email invite with instructions to join the FreshGrade journal and set it up. FreshGrade is a critical part of your Private Music Lesson experience and essential to a student's progress.

What do I use the Studio Portal for?

Upon registration you will receive an email with login instructions for the studio portal. You can update your credit card information via the portal. You can also print account invoice records and track lessons/classes attended.

Where are the studios located?

St. Pete Music, Acting, and Dance is located downtown near the Tropicana Field at 1920 1st Ave S 33712. There is an attached parking lot and off-street parking on 1st Ave S, 19th Street and 20th Street.

Seminole School of Music is located a few minutes north of Treasure Island Fun Center at 8998A Seminole Blvd 33772. There is an attached parking lot.

What classes and lessons do you offer?

At St. Pete Music, Acting, and Dance, we offer voice, piano, guitar, violin, ukulele, ballet, hip hop, lyrical, jazz, tap, Broadway choreography, acting, improv, and musical theatre.

At Seminole School of Music, we offer voice, piano, guitar, violin, ukulele, drums and rock band.

What is the schedule of classes and lessons offered?

Lessons are scheduled year-round at both studios Mon-Fri between 2:30 – 8:30pm, by appointment. Saturday and Sunday lessons are available by request. Class schedules are posted on the website. Production schedules are posted on the website.

Private lesson day/time is set up at registration. Private lessons occur weekly on the same day at the same time and are scheduled continuously year-round. The number of lessons in a month will vary from 3 – 5 lessons based on number of days and studio holiday closures in a month. The number of months with 3 lesson days is equal to the months with 5 lesson days in a calendar year so it evens out during the year.

Group classes occur weekly on the same day at the same time and are scheduled in seasonal sessions during the year. The number of weekly classes in a session is determined prior to the start of the session and posted in print and online announcements for the class. Planned studio closures are factored in to the total number of classes actually billed for a session.

Are there performance opportunities for students?

Yes. Showcase performances provide an opportunity for students to feel successful in front of family and friends. This year all families of a performing student will receive 2 FREE tickets to each showcase. The following performance dates are schedule at the Catherine A. Hickman Theater in Gulfport: November 17,2018 - Dance Showcase; December 8, 2018 - Music Showcase; December 9, 2018 - Music Showcase; and June 8, 2019 – Music and Dance Showcase. Acting classes include performances at the last meeting.

What are the dates the studio is closed for regular scheduled lessons and classes?

September 3, November 20 – 25, December 22 – January 1, March 9 – 15, and July 3-5

What if there is a Weather/Emergency Closure?

Notification of unplanned studio closures due to inclement weather or emergencies are communicated via email and posted to the studio’s Facebook page.

What is the Studio Membership?

An individual membership fee is due at registration and is non-refundable. The fee offsets administrative costs and entitles members to discounts on classes, camps, and events during the year.

How does tuition billing work for Private Music Lessons?

The first tuition payment is due at registration. The tuition subscription is auto-billed to a debit/visa card on the 1st of the month for recurring monthly payments and payment plans. Private Music Lesson Tuition is auto-billed to a debit/credit card on file on the first day of each month. Monthly tuition is based on a 4-week month and remains the same each month.

The annual studio calendar ensures that four months out of the year a student will receive 5 lesson days in a month to balance the four months that the student receives 3 lesson days due to studio closures. The remaining four months include 4 lesson days.

Our annual studio calendar includes the same number of closures for each day of the week. For example, our Monday students get the same number of lessons annually as other week day students. Please refer to our studio calendar for holiday closures.

How does tuition billing work for Group Classes?

Group Class Tuition is based on the number of times that a class meets during a semester. Tuition payment is due at group class registration. A payment plan may be offered at the discretion of the studio. When a payment plan is established, tuition is auto-billed to a debit/credit card on file on the first day of each month until the terms of the payment plan have been met.

What if I need to update or change my credit card on file?

You have two options for updating the credit card on file for billing. You can update it yourself using the studio portal. You will have received an email with all login information at registration. You can also call the main studio to provide your new card details.

St. Pete Music, Acting, and Dance – (727) 202-3268

Seminole School of Music – (727) 393-7625

What if I need to miss my Private Music Lesson?

Please call/text the studio to let us know that you will miss your lesson. We can help you get registered for an upcoming Saturday 1-Hour Group Make-Up Lessons.

Private music lesson students can register for UNLIMITED Saturday 1-Hour Group Make-Up Lessons. Unlimited means choose any available Saturday, try any instrument, share with any member of a student’s household. Saturday means make-up lessons are scheduled a year out on Saturdays. No more need for calls/messages back and forth to reschedule.

The schedule is available online 24-7. 1-hour small group make-up lessons means more instructional time and students can make new friends just like them. Easy registration via email to info@stpetemad.com by Thursday at 3pm before the Saturday you want to attend.

Classes will be cancelled when no one is registered or no one arrives within the first 15 minutes of the start time. We do not offer private make-up lessons.

How do I get registered for a Group Make-up Class?

The schedule of Group Make-up Classes is available online 24-7 and posted in the studio. Register by emailing info@stpetemad.com by Thursday at 3pm before the Saturday you want to attend.

Classes will be cancelled when no one is registered or no one arrives within the first 15 minutes of the start time. We do not offer private make-up lessons.

What if I need to miss my regular scheduled Group Class?

Please call/text the studio to let us know that you will miss your lesson. Group Classes will not be rescheduled.

What if my instructor cancels a Private Music Lesson?

Private music lesson students will have substitute teachers provided in the event that a teacher is absent. In the case of an emergency or illness it may be necessary to cancel a private music lesson. If that happens then the studio will coordinate with you to reschedule the private lesson time that was cancelled.

What if my instructor cancels a Group Class?

Group Class students will have substitute teachers provided in the event that a teacher is absent. In the case of an emergency or illness it may be necessary to cancel a group class. If that happens then it is the discretion of the studio to either reschedule the class or refund the cost of the class.

What if I need to permanently change the time or day or length of a Private Music Lesson or Group Class?

Change requests must be made in form of a written-notice and provided no later than the 15th DAY OF A MONTH. Change requests effect future tuition subscription billing. Change requests do NOT result in a tuition refund. Acceptable written notice SHOULD be delivered in-person to the main office at 1920 1st Ave S, St Pete, FL 33712 OR via email to info@stpetemad.com. These are the only acceptable methods. This does not apply to camps, productions, and workshops. Lesson/class change.

What if I need to cancel my enrollment in a Private Music Lesson or Group Class?

Cancellation must be made in form of a written-notice and provided no later than the 15th DAY OF A MONTH. Cancellation effects future tuition subscription billing. Cancellation does NOT result in a tuition refund. Acceptable written notice SHOULD be delivered in-person to the main office at 1920 1st Ave S, St Pete, FL 33712 OR via email to info@stpetemad.com. These are the only acceptable methods. This does not apply to camps, productions, and workshops. Lesson/class change.