

Studio Policy
St. Pete Music, Acting, and Dance
Seminole School of Music

- I. **Studio Membership** – A \$25 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.
- II. **Private Lesson Schedule** – 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.
 - a. 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.
- III. **Group Classes Schedule** – Group classes occur weekly on the same day at the same time and are scheduled in seasonal sessions during the year.
 - a. 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.
- IV. **Tuition Payment** – 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.
 - a. Private Lessons: Tuition is the same each month. You will be billed for 4-weeks, regardless of planned absences and whether there are 4, 3, or 5 lesson days in the month (due to holiday studio closures and number of days in the 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.
 - b. Group Classes: Tuition for the session of group classes can be paid in full at registration or a payment plan option can be requested. Payment plans are offered at the discretion of the studio.
- V. **Cancellation** – Cancellation terminates future tuition subscription billing. Cancellation does NOT result in a tuition refund.
 - a. Cancellation must be made by the 15th day of the month in the form of a written-notice.
 - b. Written notice should be delivered in-person to the main office at 1920 1st Ave S, St Pete, FL 33712 or emailed to info@stpetemad.com.
- VI. **Class/Lesson Change Request** – Any requests to change classes, move lesson day/time, increase or decrease lesson/class time are to be directed to the main studio office via email at info@stpetemad.com or by calling 727-202-3268 for St. Pete and 727-393-7625 for Seminole.
 - a. Requests to change your class/lesson must be made by the 15th day of the month in the form of a written-notice.
 - b. Lesson day/time permanent changes will occur on the 1st week of an upcoming month.

- c. Change requests will be honored when availability permits.

- VII. Make-Up/Missed Lessons/Classes** – All students are expected to attend each lesson/class because each lesson/class has been designed to keep students progressing toward a performance goal.
- a. Private Lessons: Private music lesson students can attend unlimited, scheduled one-hour group make-up classes on Saturdays. Please do not ask your instructor to schedule a private make-up class.
 - i. Students can choose from any group make-up session for any instrument or voice.
 - ii. Make-up lessons can be used by a member of the student's household.
 - iii. The make-up schedule is planned out a year in advance and available on the studio's site 24-7 and in the studio as well.
 - iv. To register for a make-up group class, you must email info@stpetemad.com no later than Thursday to register for an upcoming group make-up class.
 - v. A make-up class will be cancelled when there are no students registered for the class by the Friday before class. If no students arrive within 15-minutes of the class start time then the class will be cancelled.
 - b. Group Lessons: Make-ups are not provided for missed group acting and dance classes. In the case that the studio cancels a class it is the discretion of the studio to reschedule or refund the cancelled class.
- VIII. Scheduling** – All schedule issues are to be directed to the main studio office via email at info@stpetemad.com or by calling 727-202-3268 for St. Pete and 727-393-7625 for Seminole. If you are ill, running late or will miss a lesson/class you should notify the main studio office. Please do not ask your instructor about changing your schedule.
- IX. Studio Closures** – The Studio closure calendar for the 2018/2019 school year is included in the welcome letter and can be found on the studio's web site. The calendar includes an equal number of closures for each day of the week.
- X. Weather/Emergency Closure** – Notification of unplanned studio closures due to inclement weather or emergencies will be communicated via email and posted to the studio's Facebook page.
- XI. Substitution** – The studio reserves the right to substitute what it determines to be a comparable class offering and/or instructor as needed.
- XII. Supervision** – Safety in all areas of our studio is top priority and requires supervision and respect for the studio and others as a learning environment. Disruptive student, sibling, or family behavior will not be tolerated.
- a. Students, siblings, and families should not interrupt a class/lesson in session.
 - b. Disruptive behavior by a student will be addressed by staff and directed not to continue.
 - c. Students who ignore direction by staff will be asked to sit out until they can be a productive participant.
 - d. Students continuing to be disruptive or threatening will be asked to leave the studio.
 - e. 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.

- f. Students, siblings, and families should not enter the studio office without being invited.