

Cheryl A Lockett Studios (CherylLockett.com)

Standard Policy, Cost Guidelines and Student Agreement

The Standard policy and procedures, as it applies to the client(s), in reference to payments, schedule and attendance is stated below. Because of the delicate nature of this service the right to refuse service to anyone is reserved.

Service Offerings

Music (theory, voice, piano, guitar, violin, ukulele and rhythm) and visual art (drawing, painting, sculpture) lessons are taught in studio and online. The online sessions are provided using the following platforms: Skype, Zoom, Google Hangouts, and/or Facetime. Online sessions are also used for make-up lessons (MUL) and for Virtual Fieldtrips. Please note, online sessions require a stable high-speed Internet connection, a quality web camera with speakers, microphone, and/or a set of headphones. As well, the student participating in the online session will require an exclusive work area away from interruptions during their sessions.

2020 Service Rates

The fee structure for private voice lessons and coaching sessions for youth and adults (ages 7 and older) is listed below. For months within a calendar year that has five weeks opposed to four, clients may opt to use the extra week as a make-up session or take off. Regardless, the assigned rate is required and due monthly, on a prepaid basis only. What is required at sign up is completion of the Policy and Hold Harmless Agreements, payment for the first and last months of service and registration fee. Therefore, the rate that is quoted to the client, that amount plus the amount for the last month must be paid prior to the service being provided, plus the registration fee. If your assigned rate is a discounted rate, no other discounts or credits are negotiable. Also, it is important to note that Make-up Lessons (MULs) are not an entitlement but a courtesy based on the discretion of the studio owner.

STANDARD COST OF SERVICE \$150.00 per month

(Service rates are subject to change without notice.)

\$37.50 per half-hour session

DISCOUNTED RATES \$125.00 per month

(General public and Homeschooled clientele)

\$31.25 per half-hour session.

REGISTRATION FEE

Registrations Fees for All Sign-ups (single and multi-family member fee breakdown).

1st student - \$20.00

2nd student - \$10.00

3rd student and each additional - \$5.00 each.

PAYMENTS

Payments for all sessions are to be paid online monthly, by the specified due date and on a pre-pay basis. As well, the first and last months must be secured before any services are rendered. Billing and invoices are submitted via email on the 27th day of each month. All payments are due by the 1st day of each month regardless of monthly session schedule. Payments received on or after the 4th day of each month will incur a 25% late fee charged to their account. After the 10th day of an unpaid account, the slot will defect and the student will be dropped without notice. A timely payment as well as, communication secures the session slot.

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If there is a planned vacation or holiday, even spare of the moment time away, the Client is still required to secure their session slots for the month in the manner listed above. If there is no communication regarding your payment by the 5th day of the month, the client will lose their session slot, without additional notice and still liable for the slot of the current month.

All payments received, will be acknowledged with a receipt, statement or invoice, which reflects the payment and is non-refundable. Payments are to be made online via PayPal (there is a payment link on the invoice).

PayPal - Session payments must post to account prior to the first scheduled session and will include a \$5.00 online processing fee. Please note that after payment is made, the transaction takes 1-3 business days to actually post to the business account. If a credit card payment is made on the 3rd day of the month and does not post to the business account until the 4th day or later, a late fee of 25% of the monthly fee will be charged to the client account and must be paid.

Credit Card – All credit card payments are accepted via PayPal or GoPayment (Intuit) only. The process is as follows: An invoice will be submitted to client via PayPal or automatically through Musicteacherhelper.com or Mymusicstaff.com; programs that manages student sessions, billing and email correspondences. The client will receive an email requesting payment and will be instructed to enter their credit card number. Thereafter, the customer can pay using their credit card without having to sign up for a PayPal account. This keeps customer data safe, and relieves the service provider from having to request the client's credit card information. An online receipt will be provided as well, via email and/or a text receipt can be sent to your cell phone.

SCHEDULE AND ATTENDANCE

Schedule

Sessions and Fees: Based on the need assessment determined by the instructor and student, sessions can be arranged in an hour increment or half-hour increments. Regardless, all sessions must be prepaid to secure either 4 half-hour sessions, 2 one-hour, or 4 one-hour sessions whether they be weekly or bi-monthly. To ensure an effective enrichment and learning experience, it is important that the client is committed to maintaining a consistent schedule for both on-site sessions and practice at home.

Attendance

All minors (any child under the age of 18 years old) must have a parent or guardian on premises and available for the child at all times. No exceptions!

In event, under rare circumstance, a parent/guardian leaves the premises while their minor child is in session and does not return by the end of their child's session, the client's account will be charged a \$10.00 late fee for every 15 minutes that the custodial parent/guardian is delayed in the pick up of their child.

Cancellation – Cancellations must be made with advance notice of 24 hours. Any same day cancellations or no shows will not be given consideration of a make-up session. As a courtesy, if a make-up lesson has been scheduled and a student does not show or cancels a make up session, that session will not be rescheduled. As well, no credit will be applied to the client's account.

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Illnesses – If you or your child is sick with a cold or flu, and/or have fever, stay home. Do Not come to the studio and spread germs with others. You will be turned away. As well, when a person is sick, it is difficult to perform or present. This is especially true for vocalist.

Rescheduling – To reschedule a session to a different day and time, due to an unforeseen turn of events or situations beyond your control, contact the instructor in advance and make the arrangements to secure a different day and time, if possible. Keep in mind, additional slots may not be available because they are secured by other students.

Make Up Lessons (MUL) – All make up sessions must be scheduled within the same month, usually on a Saturday under a group session or 1-on-1 at the studio, video conferencing (Skype, Zoom, Google Hangouts or Facetime, age permitting; 13 years or older). Another option is through an online product called Smart Music. The student will need to log in, read and practice any given assignment, record their work and submit it to the instructor using the SmartMusic.com tool. Therefore, if an individual is unable to make up a lesson by a physical appearance, or through video conferencing, their session can be made up by logging into Smart Music and completing the assigned homework. Keep in mind that Make up sessions do not roll over to the next month. As a courtesy and not an entitlement, students are allowed two make up two lessons within the given month so long as advanced notice is made. If a make up lesson is cancelled for any reason by the student, the lesson is forfeited.

Late/Tardy – When late or tardy to a session, compensation for time lost is not granted. For example, if a client shows up 5 minutes late to a session, the remainder of their session will be 25 minutes, without exception.

Vacations – 50% of regular monthly fee (adjusted or modified fees do not apply) will be charged to the client's account upon request to hold a specific time slot while the client/student is away on vacation.

Holidays – There are no holiday credits. Regardless of holiday schedules, the monthly fee is still due, in full.

Termination of Service – If a client wishes to terminate the service for any reason, a 30-day notice of termination is required. Any unpaid fees and penalties will be taken from the last month's retainer to cover any debt imposed upon the studio.

Reminder: After the 10th day of an unpaid account, the slot will defect and the student/client will be dropped without further notice. A fee of 50% of the student rate will be charged to the client's account for non-payment and for failure to provide a 30-day notice of termination. Thereafter, the unpaid account will be placed into collection 30 days from the initial due date. Additional penalties may apply. Also, the last month's retainer fee will be used to cover any and all debt owed to the studio. Take note that a timely payment secures the session slot and the right is reserved to refuse service to anyone.

PROPERTY DAMAGE

The studio environment must be respected and equipment must be handled with care. The musical instruments are not toys. Permission must be granted before an individual handles any equipment or instruments. Hands must be cleaned before handling the instruments and

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equipment. If studio property is damaged by a client or guests of the client visiting the studio, at any time, the client will be held liable for all costs involved in replacing the property/equipment, without exception. You Break It, You Buy It!

CONTACT INFORMATION

Instructor – The instructor/coach may be contacted by voice mail or email correspondence. The contact information is listed below. Keep in mind that all meetings are arranged by appointment only. Walk-ins or unannounced onsite inquiries are not accepted.

Voice Message: (209) 720-4997

Email: Cheryl@CherylLockett.com

Mailing address: PO Box 3263 Merced, CA 95344

Physical Address: 1812 Canal Street, #1, Merced, CA 95344

Student Management Websites

Login to the following assigned website:

MTH (MusicTeachersHelper.com): Cheryl.Musicteachershelper.com

2019 Old Student Management System

Note: The username is the first part of your email address only and the temporary password is assigned by instructor.

Username:

Password:

MMS (MyMusicStaff.com) 2020 New Student Management System

Note: The username is your email address. The password is computer generated and will be sent to you via email.

Username:

Password:

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Student Rate Agreement for _____ (age:) DOB:

\$150.00 per month at \$37.50 per half hour (4 one half hour sessions), which is to be paid on or before the first of every month, based on schedule availability. Upon sign-up/registration both first and last month payments and registration fee must be paid. Payments received on or after the fourth day of every month will incur a **25% late fee** applied to their account, without exception. Please note, months that have five session weeks opposed to four session weeks, clients may opt to use the extra week as a make up session or take off. Regardless, the assigned rate is required and due monthly, on a prepay basis, in full. Because the rate is reduced and at its minimum for the service offering, no other discounts or rate reductions are negotiable. After the 5th day and/or 10th day of no communication on an unpaid account, the client will be dropped and any unpaid balances will be taken from the last month's service retainer. Any additional unpaid charges or fees will be forwarded to collections and/or a claim will be filed in a court of law to recover any remaining balances and include filing and other fees or costs against you.

Orientation date/time: Start date/time:
Session dates:

Instructor Signature: _____
Print Instructor Name: Cheryl A. Lockett

By signing, I confirm that I am the parent, legal guardian, grandparent of a minor child or enrolling as an adult client who hereby acknowledge that, "I have read, understand and agree to all of the aforementioned policies and expectations of this agreement and will adhere to the terms herein and assume full responsibility of payment".

Client, Parent or Guardian Signature: _____
Print Client, Parent or Guardian Name:

Client Contact Information

Address:
Telephone:
Email:

Office Use Only! Referral Source:

- ☐ **Payment # _____, Amount: \$ _____, Date: _____**
- ☐ **Calendar (CAL/MTH)**
- ☐ **Email**
- ☐ **File Area (Doc/Wav)**
- ☐ **Hold Harmless Agreement**
- ☐ **Consent Form (Photo/Video/Audio/Print)**
- ☐ **Evaluation (Pre/Post)**

CDL/CID# _____ SSN: _____ School ID#: _____ (Required Items!)
_____ Initial