



# Big Star Private Lesson Policies & FAQ's

Effective September 1, 2020-August 31, 2021

**Please note: Due to COVID-19, all private lessons are currently running online over Zoom and Google Hangouts until further notice.**

## **How do we get started with private lessons?**

- We will help you find just the right time, day and teacher. Please call 425-292-3342, or check out our website [www.bigstarstudios.com](http://www.bigstarstudios.com) for pricing and policies.
- Once you have agreed upon a weekly day and time, we will send you a link to register online. You will sign policies and provide payment information into our online system.
- Pay the \$35 registration fee. This is an annual fee that recurs on February 1<sup>st</sup> each year and covers administration costs that incur throughout the year.
- Thank you for understanding that we will hold firm to the following policies. We have made these adjustments to reduce the cost of administration on makeup lessons.

## **How long do lessons last?**

Lessons are ongoing all year round, **summer included**. Lessons end when written emailed notice is given by the 15th of the month you wish to be your last. Sorry, verbal notice from student, parent, or teacher does not work. Cancellations must be in writing to [office@bigstarstudios.com](mailto:office@bigstarstudios.com) . If monthly payments are shared between two families, all parties must be in agreement that lessons are ending. If you would like to take a break for a few months, you run the risk of losing your spot. However, we will make every effort to fit you back into the schedule with your teacher upon your return.

## **Pricing Policies**

- Monthly tuition pays for your standing appointment. If you are unable to attend all standing appointments an additional spot is not guaranteed, but we do offer a once a month make-up class.
- You pay a flat rate each month, which covers 47 lessons over the course of the year, and it is divided equally into 12 equal payments. Some months you may receive 4 or 5 lessons, and other months you may receive only 2 or 3 if the studio is closed. Over the course of 12 months, you will receive 47 lessons.
- Tuition must be prepaid on the 1<sup>st</sup> of the month for lessons in that month. Your credit card number in our system allows for easy and secure automatic payments. All payments must be made through our autopay system. We will not accept checks or cash.
- Payments made after the 5th of the month incur a \$25 late fee.

- Due to demand, if payments are more than 30 days late your spot may be made available for new enrollees. Also, if your student misses more than 50% of their lesson time over an 8 week period, you run the risk of losing your spot.
- Big Star Performing Arts does not issue refunds.

### **Flat Monthly Tuition Rates**

- 30 min weekly lesson = \$152/month
- 45 min weekly lesson = \$228/month
- 60 min weekly lesson = \$304/month
  - Please note: You pay a flat rate each month regardless of how many lessons you receive. The rate is based on the total number of lessons in a year, and divided equally into 12 payments. If you start mid-month, tuition will be prorated.

### **What if your student has to miss a lesson?**

- Option 1: You may enroll in a group makeup class. Classes are offered once a month for those who have missed a lesson. These classes are taught by various teachers on topics that are useful for all musicians (theory, rhythm, ear training, etc.) and are planned with the specific enrolled students in mind. Please give a minimum of 48 hour notice when missing a lesson. Contact [office@bigstarstudios.com](mailto:office@bigstarstudios.com) to register for the next available group makeup class.
- Option 2: If you provide a minimum of 48 hour notice you are welcome to ask (max once a month) your teacher directly if they have another opening that same week that you may swap your time for. There is no guarantee that a spot will be available. If you miss your rescheduled lesson time, we will not provide a second option, and you will forfeit the lesson.
- Option 3: Lessons missed with less than 48 hour notice are forfeited. If there is an emergency, please contact [office@bigstarstudios.com](mailto:office@bigstarstudios.com) and your teacher as soon as possible, and we will manage these on a case by case basis.

### **What if the teacher has to miss a lesson?**

- If a teacher cannot attend a lesson there may be a qualified substitute. No credits or reschedules will be given if you choose not to attend a lesson with a sub.
- If a sub is not available students have the option to reschedule the lesson. If a makeup time cannot be arranged, they may receive a credit on their Big Star account to be used toward future tuition. Big Star does not issue refunds.

### **Communication**

Most communication will occur over email. Be sure to add Big Star to your list of contacts so you do not miss mass emails where we send a message to all students at one time. There are information boards in the Big Star lobby with dates and other important information. It is your responsibility to read them and make the changes to your calendar.

### **Performance opportunities**

There are 2 in-house recitals per year that any/all students may (but are not required to) sign up for. Additional performance opportunities are offered throughout the year, typically at the end of Big

Star's group class sessions (November, March & June) where students may perform onstage at a local venue. These performances are for hard working/performance loving students and are by teacher invitation.

**Big Star Studios is closed on the following dates for the 2020/2021 school year, no lessons will occur:**

- Nov 23 – 29 Thanksgiving Break
- Dec 21-Jan 3 Winter Break
- Feb 14-20 Mid-Winter Break
- April 4-10 Spring Break

\*\*Please note we are OPEN on Labor Day, MLK Day, Memorial Day, Independence Day and many other National Holidays. If you need to reschedule those lessons, you must provide 48 hour notice. The teacher may choose to reschedule these lessons and will provide 48 hour notice as well.

**Emergency Closures** In the event of inclement weather or other unexpected interruption, Big Star Performing Arts may cancel classes. If this happens a group make up class will be offered. No refunds or reschedules will be given if you cannot make the group makeup class.

**Child Safety** Please be assured that all of our teachers are background checked.

To ensure your child's safety please pick him/her up promptly after the lesson. Big Star Performing Arts is not responsible for supervising children in the waiting area. Photos/Videos of students may be used for promotional purposes. If you are opposed to this please let us know at the time of sign up.

**Finally** By paying for and attending lessons, you have agreed to the terms of these policies.