



Big Star Private Lesson Policies & FAQ's

Effective through August 31, 2023

It is assumed that all lessons are in-person unless requested specifically to be online.

How do we get started with private lessons?

- Check out our website www.bigstarstudios.com/private-lessons for pricing and policies, and to enroll. You may call 425-292-3342, to discuss best fit for teachers if you would like additional information.
- You may schedule a 10 minute meet & greet at no charge, or you may schedule a 30 minute trial lesson with any of our teachers for \$45. Please contact office@bigstarstudios.com to arrange a time for a meet and greet, or trial lesson.
- All enrollment will happen through our website www.bigstarstudios.com/private-lessons
- Once you are enrolled, you will pay the \$35 registration fee. This is an annual fee that recurs on February 5th each year and covers administration costs that incur throughout the year. If you enroll mid-month, we will prorate your first month of lessons.
- Thank you for understanding that we will hold firm to the following policies. We have established these policies 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 . 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 a lesson, your teacher will send all materials and a formal lesson plan through our software tool called Lesson Mate. It will be your responsibility to view the lesson and practice prior to your next lesson.
- 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 1st 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.
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Flat Monthly Tuition Rates

- 30 min weekly lesson = \$160/month
- 45 min weekly lesson = \$240/month
- 60 min weekly lesson = \$320/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?

Please contact your teacher if you know ahead of time that your student will be absent. Your teacher will send you an invitation to view the lesson in our Lesson Mate Software. There will be a video explaining what the student should be working on during the week, and any attachments can be found here as well.

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 substitute is not available, the teacher may provide a make-up lesson either in person or through Lesson Mate.

Communication

Most communication will occur over email or through Lesson Mate. 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, 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 2022-2023 school year, no lessons will occur:

- Nov 20th – 26th for Thanksgiving Break
- Dec 18th - Jan 1st for Winter Break
- Feb 19th – 25th for Mid-Winter Break
- April 9th – 15th for Spring Break

****Please note Private Lessons are RUNNING on Labor Day, MLK Day, Memorial Day, Juneteenth, Independence Day and many other National Holidays and school closure days. We do this because Monday students would miss an additional 5 lessons throughout the school year. If you cannot attend on those days, please let your teacher know and they will provide the lesson through Lesson Mate.**

Emergency Closures In the event of inclement weather or other unexpected interruption, Big Star Performing Arts may cancel classes. If this happens, your teacher will provide the lesson through Lesson Mate.

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.