

Piano Studio of Natasha Pence – Cincinnati Music Academy
2020-2021 Studio Policies and Information

Welcome to the Pence Piano Studio! I am delighted and honored to be on this musical journey with you and your family. Please take the time to review this studio policy outlining program guidelines and expectations. These are set to help us all make the most of the learning experience for each student. If unexpected situations arise that may warrant an exception to these policies, I reserve the right to make that decision.

Tuition and Fees (effective September 2019, no change for 2020-2021 calendar year)

30 minute lessons: \$120/month

45 minute lessons: \$175/month

60 minute lessons: \$230/month

Individual lesson/consultation for new and prospective students: \$70/ hour (Consult fee may be waived when enrolling in lessons in Ms. Pence's studio.)

What's included in the program:

- 38 private lessons
- 3 group classes
- 3 recital events
- preparation for outside evaluation events (i.e. RCM assessments, Jr Music Festival, auditions, etc.)

What's not included: music and materials, CMA annual registration fee, registration fees for events including (but not limited to) Royal Conservatory Certificate Program assessments, seasonal recitals, collaborative recital, Jr Music Festival, NKMTA keyboard festival)

The CMA annual registration fee is due by September 1 of each calendar year. The fee is \$30 for one student, \$50 for two students, or \$70 payable to CMA for three or more students from the same family. The fee can be paid online at cincinnati-music-academy.com or by mailing in a paper registration form. ***This registration fee is payable to CMA, NOT Natasha Pence.***

Monthly tuition is determined by the annual cost for lessons divided into equal monthly payments. Invoices will be sent out mid-month via email. Hard copies are available upon request. Any fees accrued for materials or event registrations will be included on your invoice.

Tuition is due by the 1st day of every month. Because of the pandemic situation, checks should be mailed to Ms. Pence's home address. Zelle transfers are also a very convenient option. A \$25 late fee may be charged for payments received after the 5th of the month. A \$35 fee will be assessed for returned checks. The following payment options are available:

- personal check or automated bank draft payable to Natasha Pence (mail to 615 Watkins St, Covington, KY 41011)
- automatic monthly bank draft payable to Natasha Pence
- Zelle transfers (available through most banks, fee-free and convenient)
- credit card
- *Tuition is still due by the 1st of each month even if you do not have a meeting that calendar month or the 1st falls during a studio break.*

Lessons During Covid 19

Lessons are currently online only. The information below outlines policies for online lessons and for future in person lessons when that becomes an option. Ms. Pence reserves the right to determine if and when in person instruction is available. When this occurs, students always have the option to continue online if you prefer to do so.

Online Lessons

- Conducted through FaceTime, Google Meet, or Zoom
- FaceTime - Students must call the instructor at your scheduled lesson time. If you call early, it may not be answered! I'm likely working with another student.
- Google Meet/Zoom - I will send you a link or invite via email in advance on the day of your lesson.
- Please be prepared with all materials, notebook, and a pencil for taking notes in music. Students who are old enough to do so will record their practice notes weekly. I send my own notes via email for students too young to take notes, and anyone else who would like them.

In Person Lessons (Ms. Pence will notify you when these resume)

- FACE MASKS ARE REQUIRED of anyone in the building
- Waiting rooms are closed. Students are asked to wait outside of the building (with a caregiver if young) until their scheduled lesson time.
- Do not touch your eyes, face, or mouth
- Wash hands immediately prior to entering my studio (bathrooms are open at CMA)
- Warm-up keyboards are closed
- If you or anyone in your household has any symptoms of illness *regardless of cause*, lessons must be converted online for that day and as long as necessary. Please stay home even if you think symptoms are not COVID related.
- If you or anyone in your household test positive for COVID -19, you must notify me immediately. This is to ensure the safety of all individuals who visit and work at CMA. Lessons will be held online until it is determined safe to resume face to face.
- If you suspect you or a member of your household have been exposed to COVID-19, please do the right thing and notify me to arrange online lessons.
- I reserve the right to refuse a lesson to anyone who arrives at CMA exhibiting symptoms of illness of any kind.
- Lessons now take place in room 108, which is a larger space, and includes two pianos.

Make-up lessons, reschedules, and refunds

The studio does not provide any refunds for lessons or events missed by a student, or events that are cancelled due to COVID-19. Reschedules may be approved if at least 48 hours notice is given, the conflict is beyond the reasonable control of the student, and space is available. Reschedules are not guaranteed. No refunds are given for any pre-paid lessons that must move online due to COVID-19.

NEW: How to reschedule a lesson - effective September, 2020

If you need to change your lesson time, you can view my day to day teaching calendar on my webpage at www.cincinnatiacademicademy.com. If another spot is available, it will be labeled as OPEN or OPEN today. At least 48 hours notice is expected. Students or parents cannot make changes to the calendar, but can send an email or text requesting to move to an open time. All reschedules are at the studio's discretion.

Flex Weeks

There are 44 events programmed for the 2020-2021 calendar year. This includes 38 private lessons, 3 group classes, and 3 performance events. Annual tuition is based on the cost for 42 events. This means there are 2 misses/flex weeks built into tuition that may not be rescheduled.

Teacher Absence

If Ms. Pence must cancel a lesson due to illness or personal emergency, she will attempt to reschedule at a mutually convenient time for teacher and student. In extreme situations, Ms. Pence may utilize a flex week if rescheduling is not an option. No refunds or credits will be given for lessons unable to be rescheduled.

Inclement Weather

Now that we are all experienced with online lessons, snow days may now just mean "online lesson day." Lessons may be able to be converted online by teacher or student if weather makes travel dangerous or difficult.

Spring Break Policy for 2021: There are no lessons scheduled from March 12-25, 2021. These "off" weeks were factored into the overall calendar/number of lessons offered and tuition remains the same. If your spring break DOES NOT fall within that time frame, a reschedule lesson may be accommodated (schedule permitting) provided prior notice is given.

Summer lessons are included in the yearly calendar. All students are expected to take lessons over the summer. Students who take summer lessons experience less frustration and fewer set-backs than those who take a break through the summer months.

Tips for Success – the more successful we feel, the more fun music will be!

Expectations for Students:

- Students are expected to come prepared for lessons.
- Students will keep an assignment notebook for weekly practice assignments. This will list specific instructions and goals for practice. Please make sure the notebook is used throughout the week!
- Regular practice is essential for continued progress. Students are expected to make practice a daily habit.
- Rule of thumb: practice the length of your lesson every day! For very young students, 10- 15 minute sessions are advisable. Consistent daily practice is more effective than one or two long sessions in a week.
- Listen to music! Every day! This is an essential part of the learning process, especially if you are a Suzuki student or have an accompanying CD with your repertoire book.

Parent Participation

- Young students will be the most successful when a parent is sitting in on lessons and able to assist practice at home. Having a parent sit in with students under age 7 is mandatory.
- It is essential that parents play an active role in helping young students practice at home.
- Parents may be excluded from the lesson if it is determined that their presence is disrupting the learning process.
- Parents should strive to create a practice time and environment that is distraction free.

Dismissal from lessons

Students may be dismissed from lessons for the following reasons

- Failure to attend and/or prepare for lessons
- Disrespectful behavior or attitude
- Nonpayment of tuition and fees

Withdrawal from lessons: If a student must discontinue lessons for any reason, 30 day notice is required at which time tuition for the next month is due.

Contacting Natasha Pence

Email: natasha@cincinnati-music-academy.com

Phone: 513-652-1689 (cell- voicemail text)

CMA mailing address: Cincinnati Music Academy, att: Natasha Pence, 7420 Montgomery Rd, Cincinnati, OH 45236

Home mailing address: 615 Watkins St., Covington, KY 41011