

**Piano Studio of Natasha Pence – Cincinnati Music Academy**  
**2023-2024 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 2022)**

30 minute lessons: \$135/month

45 minute lessons: \$192/month

60 minute lessons: \$250/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, Junior Music Festival, NKMTA keyboard festivals)

**The CMA annual registration fee is due by September 1 of each calendar year.** The fee is \$35 for one student, \$55 for two students in a family, and \$75 for three or more students in a family. The fee can be paid online at [cincinnati-music-academy.com](http://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 1<sup>st</sup> day of every month.** Checks can be mailed to Cincinnati Music Academy. Zelle transfers are also a very convenient option. **A \$25 late fee may be charged for payments received after the 5<sup>th</sup> 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 Cincinnati Music Academy, att: Natasha Pence, 7420 Montgomery Rd, Cincinnati, OH 45236)
- 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.*

### **In Case of Illness...**

Anyone who is not feeling well, has a fever, or has been around anyone who has been sick with Covid or any other communicable illness should not come for an in person lesson. If you feel well enough to do your lesson online, Notify Ms. Pence as soon as possible and we will do a lesson on Zoom.

### **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 hour 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.

### **Flex Weeks**

There are 44 events programmed for the 2023-2024 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 2024:** There are no lessons scheduled from March 15-March 31, 2024. These "off" weeks were factored into the overall calendar/number of lessons offered, so tuition is the same and still due by April 1, 2024. If your spring break DOES NOT fall within that time frame, a reschedule lesson may be accommodated (schedule permitting) provided ample 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. Flexible scheduling will be accommodated as much as possible for those who travel over the summer provided ample notice is given.

## **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! Everyday! This is an essential part of the learning process, especially if you are a Suzuki student or have an accompanying audio tracks with your repertoire or lesson 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](mailto: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