

# Lesson Policies

Zachary West, Clarinet Instructor

## **Welcome to Zachary West's Private Clarinet Studio!**

Below, you will find information outlining lesson expectations, required materials, and cancellation/scheduling policies.

### **My Responsibilities:**

I will equip students with the necessary skills to be healthy, confident clarinetists and thoughtful musicians. I will select materials tailored towards each student's needs, and welcome input from students in crafting a learning pathway that aligns with their goals.

### **Student/Family Responsibilities:**

Students will arrive on-time to lessons, well-prepared and with their instruments, assignment books and any other requested materials. Daily practice is essential for making progress on the clarinet and is expected of all students.

*Note to parents: If something is happening at home or school that is affecting your child, please let me know. The more information I have, the more I can be sensitive to the needs of your child.*

### **Tuition and Schedule:**

*Please note that tuition reserves the weekly time slot, but may not directly correlate with lessons received if the student does not attend the scheduled lesson times.*

The studio operates on a flat monthly tuition model. The tuition system breaks this down into 12 equal payments to make billing predictable and consistent. Some months will have more lessons than others, but the monthly tuition does not change. If you are joining the studio during an existing calendar year (ex. joining in October), your monthly rate will be the same and you will have access to lessons during my planned teaching weeks for the remainder of the calendar year.

There will be a maximum of 38 lessons offered throughout the calendar year (Jan 1 – Dec 31<sup>st</sup>), and the weeks where lessons are not held (due to holidays, personal performance opportunities, or illness) will be communicated in advance.

All payments are non-refundable. After the first payment, invoicing and payment will run automatically on the same day. Tuition will be drawn on the 1st each month from the method on file. All automatic payments will be run through My Music Staff & Stripe. Should you choose

# Lesson Policies

Zachary West, Clarinet Instructor

to pay via credit card, a 3% fee will be incurred to offset processing fees. This fee is waived for direct debit charges.

In the event that a payment is returned or declined, a 48-hour window will be provided to adjust the payment method and resubmit payment. Invoices paid after the 3rd of the month will receive a \$20 late fee. Recurring late payments may result in termination of the student's enrollment.

In order to cancel tuition, written notification must be received via email 2 weeks in advance. In the case that notice is not received by that deadline, the full tuition amount will be run automatically on the first of the month, and students have the option to attend all paid lessons that month. Lessons will then cancel for the following month.

Please note that no refunds or pro-rating will be offered should you choose to leave the studio before you have completed 38 lessons during the calendar year.

Should you need to change your payment method on file, simply log into the student portal and update your payment method. Instructions can be found [here](#).

## **Student portal:**

Payments and scheduling are handled through the student portal powered by My Music Staff. After your studio enrollment is confirmed, you will receive an email inviting you to the portal. For helpful guides on navigating the portal, click [here](#).

The portal can be accessed any time by logging in at [www.zacharywestclarinet.com/studio-information](http://www.zacharywestclarinet.com/studio-information)

## **Start and end times:**

Lessons will begin and end promptly at the scheduled times. Lessons will not go over the scheduled end time to accommodate late arrivals.

## **Student cancellations:**

*Definition of cancellation: A single instance of a lesson canceled. For example, not being able to make your scheduled lesson time for one week is considered a cancellation. Discontinuing lessons for a period of more than one week, whether permanently or temporarily, is considered a termination of lessons and falls under the next section, titled "Termination of Lessons."*

# Lesson Policies

Zachary West, Clarinet Instructor

A maximum of 4 lessons per calendar year may be cancelled by the student or their family for a make-up credit by providing a minimum of 24 hours' notice via email to [zac@zacharywestclarinet.com](mailto:zac@zacharywestclarinet.com). Your make-up lesson credit can be exchanged for a make-up slot of the same length as your usual lesson, which can be scheduled through the student portal. Make-up lesson credits expire after 30 days. This policy is offered as a courtesy to my students and is subject to cancellation at my discretion for circumstances including but not limited to abuse of this benefit and/or habitual cancellations.

Payment for lessons cancelled with less than 24 hours' notice or in excess of the 4 lessons per calendar year listed above is due in full and are not eligible to be made up.

## **Lesson terminations:**

*Definition of terminations: Discontinuing lessons for a period of more than one week, whether permanently or temporarily, is considered a termination of lessons.*

Termination of lessons initiated by either the student or their parent/guardian(s) requires a minimum two-weeks' notice. Should the student or their parent/guardian(s) choose to terminate lessons with less than two weeks' notice, the student or their parent/guardian(s) will be responsible for paying for the recurring lesson slot after the date termination notice is given. I reserve the right to terminate lessons effective immediately for any reason I deem appropriate, including but not limited to inappropriate conduct, lack of student preparedness, or habitual tardiness.

## **Teacher cancellations:**

In the event that I need to cancel lessons, I will provide notice via email and will either reschedule or provide a qualified substitute in my absence.

## **Illness:**

In the event that the student becomes ill, please do not attend your lesson. I will do my best to offer alternative arrangements at my discretion, including (but not limited to) offering a virtual lesson or make-up credit. Please send an email to [zac@zacharywestclarinet.com](mailto:zac@zacharywestclarinet.com) as soon as possible so I may assist you. Students who arrive at lessons visibly ill may be refused instruction at my discretion.

## **Force Majeure:**

If either party is unable to fulfill their obligations due to circumstances beyond their control, such as natural disasters, government actions, or other unforeseeable events (referred to as "force majeure events"), the affected party will promptly notify the other party. During the

# Lesson Policies

Zachary West, Clarinet Instructor

force majeure event, the affected party is excused from their obligations. Once the force majeure event ends, both parties will make reasonable efforts to reschedule and fulfill missed lessons or obligations as promptly as possible. This clause does not excuse financial obligations, such as tuition payments, which continue as outlined in the contract, even during force majeure events.

## **Required equipment:**

- Clarinet in good working condition
- Mouthpiece
- Ligature
- Silk swab (not felt!)
- Pencils with working erasers
- Minimum of 4 working reeds
- Reed case
- Tuner\*
- Metronome\*
- Lesson notebook
- Assigned lesson music, school music, audition materials, etc.
- Cork grease
- Any other materials requested by the teacher

*\*These may be approved apps on a smartphone/tablet, however the device should be placed in airplane mode while practicing to avoid distractions. Physical metronome/tuner devices will most likely be the best option for focused practice.*

## **Parent attendance:**

Parents/guardians are welcome to attend lessons but are kindly asked to avoid interrupting or distracting from the lesson. I reserve the right to remove individuals from the lesson space at my discretion.

## **Photo/video release:**

From time to time, I use photos and short videos of students around the studio, on my website, or in social media posts. These photos and videos are often encouraging to other students and helpful to other teachers. If you do not want your student(s) image(s) to be used, please let me know. In general, students love to see themselves highlighted and find it exciting that others will know what they're learning. Students are identified only by first name.