

Welcome to my studio! I hope taking voice lessons/piano lessons will be a fun and rewarding experience for you. Your feedback is welcome and encouraged. My goal is to help you reach your goals!

These policies are intended to clarify what I expect of students and what students can expect from me.

#### **WHAT YOU CAN EXPECT FROM ME**

- Lessons that start on time
- My full attention, personalized to your needs
- Make-ups for any cancellations I make

#### **PACKAGES**

- 5 lessons / 5% discount
- 10 lessons / 10% discount
- 20 or 25 lessons / 15% discount

*These rates are for "bulk purchases" of lessons. There are no refunds on pre-paid block lessons.*

All lessons must be paid for in advance, DUE THE DAY THE LESSON IS SCHEDULED. Lesson fees that are not paid the day we schedule a lesson will incur a \$25 per day late fee and I will strictly enforce this policy. Your lesson time is confirmed ONLY when I receive payment. If I do not receive payment on THE DAY OF, and another student wants to schedule a lesson during that time, I will offer the time to another student, and you will have to reschedule. Please do not hesitate to ask should you have questions regarding this policy.

#### **PAYMENT**

- Hourly (\$85)
- Via Zelle (using [dame.elaine@gmail.com](mailto:dame.elaine@gmail.com)), Venmo (@Elaine-Dame), or cash.

#### **LATE OR NEED TO CANCEL?**

Sometimes life happens. I get it. Here's what I think is fair.

#### **WHEN YOU NEED TO CANCEL A LESSON**

Please understand that a 24-hour notice is required for all lesson cancellations. This policy applies equally to situations where you may be feeling unwell. If you notify me on the same day as our scheduled lesson, including instances of illness, you will still be charged for the session. So, I highly suggest you contact me the day before your lesson to say you are feeling unwell and might not be able to attend the lesson.

Cancellations made with less than 24 hours of notice will be subject to my discretion regarding the fee: I may charge the full amount, a partial fee, or waive the charge at my discretion. Thank you for your understanding and cooperation in respecting this policy.

#### **WHEN YOU DON'T SHOW UP FOR A LESSON**

Unless it's a medical or family emergency, you forfeit that lesson. You will still pay for the time reserved for you.

### **WHEN YOU'RE LATE FOR A LESSON**

We'll start the lesson when you arrive and finish up at the scheduled time. I expect the full lesson fee. We can keep working and get in your full-time if I'm free after our scheduled time.

### **VIRTUAL LATENESS**

I will hold the lesson time for ten minutes, unless you give me notice that you are going to be late. I expect the full lesson fee for a no call/no show virtual lesson.

### **WHEN I NEED TO CANCEL A LESSON**

You won't be charged. If I give less than 24-hour notice, you'll receive your next lesson at 50% - 100% off.

### **MISCELLANEOUS**

- If you arrive early for your lesson, please wait until the start of class so as not to interfere with a current student.
- Please do not use my name or logo anywhere without asking me first (on social media, for promotion, with club owners, etc.).
- Please do not come to a lesson if you are sick. Conversely, I will never teach if I am sick. Please cancel your lesson if you do not feel well the night before or if you experience any of the following: · Stuffy nose or sniffles · Cough · Sore throat · Hoarseness · Vomiting.
- If you show up at a lesson sick, I will send you home and you will not be eligible for make-up.
- There is free street parking on Briar Place until 6 p.m. and metered parking on the side streets (Broadway, Belmont, and Halsted).
- My apartment is also easily accessible via public transit, both buses and trains.
- I use Google Meet for virtual lessons. I will forward a link on the day of the lesson a few minutes before our lesson starts. You do not need to have a Google account to use Google Meet.
- My neighborhood is a highly trafficked area, especially on weekends and in the summer with Cubs games. Please plan accordingly. Weekends are a busy time for lessons, and I will usually not have time to extend the lesson if you are late.

I have read, understand, and agree to abide by the above policies.

Name, date \_\_\_\_\_

Contact Info: phone, e-mail \_\_\_\_\_

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Your goals in taking singing lessons: