**Policy Statement for Voice and Piano Tuition-Based Students**

Welcome to my studio! I am looking forward to making wonderful music with you. In order to make our time the most beneficial it can be, I have established some guidelines to help us as we work together. If you have any questions or comments, please discuss them with me in our next session. After reading this policy statement thoroughly, please sign and date on the reverse and return it to me.

Scheduling: Sessions are scheduled on the same day at the same time each week, unless prior arrangements have been made. No makeups are offered unless the teacher cancels the session.

2019 Calendar: The studio will be closed to all sessions during the following weeks: April 28-May 4, July 28-August 3, September 29-October 5, and December 22-January 4, 2020 (extra times will be offered for scheduling the fourth session in the month of December)

Tuition: Tuition rates for 2019 are: $85 per month for 25-minute weekly sessions and $150 per month for 55-minute weekly session. Special circumstances may incur different rates at my discretion. Tuition is collected monthly and includes four session credits to be used during the calendar month. These credits expire at the end of each month and do not roll over. Tuition reserves your place in the studio and covers not only our meetings, but also prep time and necessary administrative costs. Tuition is due in full at or before first session time at the beginning of the month. Payments made after the 10th of the month will be subject to a 15% late charge. Payments may be made online or in person by cash, check, or card. A $30 fee applies for returned checks. It is highly recommended that clients set up automatic online payments.

Cancellations: If a client must cancel, I request as much advance notice as possible. No-shows may be subject to dismissal from the studio. No reschedules will be made unless the teacher cancels the session. Cancellations made by the client do not reduce tuition. Due to health concerns and to prevent the spread of disease through the studio, please cancel your session if you have had a fever or been contagious within the 24 hours prior to your session. Online sessions via Zoom are available at your scheduled session time if an in-person session is not possible, and can cover topics such as history, performance practice, and theory if singing is not advisable. In short, sessions can still occur at your regularly scheduled time even if weather, sickness, or travel prevent you from meeting with me in person.

Session Requirements: Clients are expected to bring all scores currently being used in sessions. I also strongly encourage bringing a notebook and a pencil to take notes. Recordings made in sessions will be made available online as soon as possible. Please note that I require shoes to be removed when entering and no restroom facilities are available at this time.

Borrowing Materials: I am willing to loan many of my things for sessions or for students to explore on their own. I expect materials that are loaned to be returned promptly within two weeks and in the same condition as when it was loaned. Any materials that are not returned or are returned in a different condition will be required to be replaced with a new copy by the client.

Practicing: No one takes lessons to remain stagnant. Therefore, it is expected that each client will practice in between sessions. I will help you learn how to practice efficiently so that you can continue forward progress. Clients may be dismissed if there is a lack of consistent practicing that inhibits progress.

Siblings and Families: I welcome family involvement in every aspect of your study. However, if two or more students are present at the same time, at least one parent must be there to supervise children who are not in their session time. Siblings or other family members who are disruptive may be asked to leave.

Dismissal: If a client's behavior becomes disruptive or contrary to good musicianship, dismissal may be considered. Clients can be dismissed at any time if conduct at sessions becomes violent or insubordinate. Students may also be dismissed for lack of payment, consistent tardiness, missing three sessions in a row, or for a lack of practicing that stagnates their improvement. Any fees that have not been paid at the time of dismissal will be billed. Any fees that are not then paid within thirty days will be sent to a collections company and a late fee charged.

Ethical Practice: It is my intention to work with students and fellow colleagues in a highly ethical manner. I audio record all sessions and keep recordings in a password-protected location indefinitely. All interactions between myself and clients are kept in strict confidentiality unless the safety of my client is in jeopardy. While I am not a mandated reporter in my role as a private studio teacher, I still follow the guidelines of the State of Missouri as if I were a legally mandated reporter for both child and elder abuse. For information on mandated reporting for the state of Missouri, visit https://dss.mo.gov/cd/keeping-kids-safe/can.htm and https://health.mo.gov/safety/abuse/. I follow the Code of Ethics adopted by the National Association of Teachers of Singing. The full Code of Ethics can be found at: https://www.nats.org/code-of-ethics.html.

You can contact me at any time by e-mail at heather.nelson.svs@gmail.com, through my website at www.drheathernelson.com, or by phone at 417-319-7735. If I am in a session at the time you call, I will not answer the phone, so please leave a message. Again, welcome to the studio!

Student’s Signature Date

Parent’s Signature Date