

Gabriella's Piano Studio Policies 2026

Effective January 1, 2026, through December 31, 2026

Attendance & Scheduling

- ❖ Lessons are purchased at the beginning of each month as a package of four or five, based on the number of weeks within that month. The only exception to this is if either the teacher or the student will be traveling for 7 days or more during the given month. In that case, the number of lessons will be prorated to reflect the number of remaining weeks in the month. If travel is less than 7 days, the full four/five-lesson package still applies.
- ❖ In-person students are expected to arrive on time— five minutes before the lesson is preferred to give us time to set up— and be prepared with all necessary materials (sheet music, assignment books, etc.).
- ❖ If you are running late to an in-person or virtual lesson, please notify me in advance. However, the lesson will still end at the originally scheduled time with no cost reimbursement.

Tuition

Preschool Package:

- ❖ Age 3: 15-minute lessons twice weekly at \$55 (\$220/\$275)
- ❖ Age 4: 30-minute lessons once weekly at \$55 (\$220/275)

Young Learners:

- ❖ Age 5: 45-minute lessons once weekly at \$65 (\$260/325)

Standard Lesson Package:

- ❖ Ages 6 and up: 1-hour lesson weekly at \$75 (\$300/375)

Payment

- ❖ Tuition is paid monthly in advance, due on the first day of each month. Payment reserves your lesson time for the month.
- ❖ On the second-to-last day of each month, I will send out a message confirming all lesson dates for the following month, including any schedule conflicts on my end.
- ❖ Once you receive this message, it is your responsibility to review the dates and notify me on or by the first of the month (48 hrs) if any adjustments are needed. After this period, the schedule will be considered final, and regular cancellation policies will apply.
- ❖ After confirmation of the dates has been received, I will send out a Zelle request for payment.
- ❖ **Temporary or Permanent Schedule Changes:** If you need to change the time of your regularly scheduled weekly lesson—whether permanently or for one or two weeks in a given month—the request must be made within 48 hours after I send out the bill and before payment is made. No fee will be incurred for changes made during this time. Schedule changes outside of this timeframe will not be accommodated (see cancellation policy for this).

- ❖ Grace Period: If payment is not received by the 7th of the month, lessons will be temporarily paused until the balance is paid in full. Missed lessons due to non-payment will not be rescheduled or refunded.
- ❖ Recurring Late Payments: If late payments become a consistent issue, I reserve the right to discontinue lessons with the student.
- ❖ Payment can be made via cash, check, or Zelle.

Student Cancellations

- ❖ Notice Requirement: At least 24 hours' notice is required for cancellations. Cancellations made with less than 24 hours' notice will be considered a missed lesson and will not be refunded or offered a makeup lesson.
- ❖ Makeup Lessons: If you cancel a lesson with at least 24 hours' notice, I will do my best to offer a makeup lesson, subject to availability. However, makeup lessons are not guaranteed. If a makeup lesson is offered, it must be scheduled within the same month as the cancellation. In the event that a makeup lesson cannot be arranged, the lesson fee will not be refunded.
- ❖ Rescheduling Lessons: A request to reschedule a lesson is considered a cancellation, as it effectively cancels your originally scheduled time. Therefore, any request to reschedule will be treated as a cancellation and will be subject to the same policy. Requests made more than 24 hours in advance may be considered, but like makeup lessons, they are dependent on my availability and are not guaranteed. If a suitable time cannot be found, the lesson fee will not be refunded, even if notice was given outside of 24 hours.
- ❖ No-Shows: If a student does not show up for a scheduled lesson without prior notice, it will be considered a missed lesson and will not be refunded, credited, or rescheduled.

Weekly lessons are vital to a student's progress. Please be mindful of my time and the student's progress when considering canceling a lesson. Regardless of the reason, makeup lessons will only be offered if given notice outside of 24 hrs, and even then are not guaranteed.

Teacher Cancellations

- ❖ As much as possible, I will do my best to include any scheduling conflicts in my email at the beginning of each month. If I need to cancel a lesson after we've confirmed the schedule and payment has been made, I will decide whether to offer a makeup lesson at a mutually convenient time or apply a lesson credit toward the following month's payment.

Additional Services

- ❖ Extra Lessons/Tutoring: Students are welcome to schedule extra lessons during the week in addition to our regularly scheduled lesson time. Extra lessons are offered at the same price as regular lessons. These lessons fall outside of the billing period at the beginning of the month. They can be scheduled as needed and based on my own availability. One week's notice is required for scheduling any additional lessons. Payment for these sessions is due on the same day

as the lesson. While these lessons fall outside the regular billing period, they are still subject to the 24-hour cancellation policy. If you cancel within 24 hours, a makeup will not be scheduled, and the full price is due.

- Extra lessons can be used to...
- Accelerate progress
- Receive additional support on challenging concepts
- Focus on a specific skill like technique, sight-reading, theory, music history, composition, music appreciation, etc.
- Prepare for performances, auditions, or competitions

Withdrawal Policy

- ❖ Students can withdraw from lessons before the start of a new billing period. Students who withdraw from lessons in the middle of the month after payment has been received will not be reimbursed for the lessons they will miss due to withdrawal.
- ❖ Please communicate any scheduling/financial/practicing concerns before withdrawing to discuss potential solutions.

Please sign and return before beginning lessons:

Signature of the student (if over 18) or the parent/guardian _____

Date signed _____