

Santa Maria Voice Studio Policies

santamariavoicestudio@gmail.com (716) 246-1555

3200 Elmwood Ave Suite 100 Buffalo, NY 14217

Facebook/Instagram: @SantaMariaVoiceStudio

Learn how to sing, speak, and play with confidence!

Lesson Expectations: The instructor creates personalized lessons for each student based on age, ability and agreed upon goals. Everyone learns differently so no two lessons are exactly the same. Students are expected to show up to lessons with their lesson materials which may include lesson/theory books, binder with songs, and/or folders with homework assignments. Students are expected to practice at home and prepare for performances. Consistent practice leads to consistent improvement!

Studio Sessions and Cancellation Policy: Each year is divided into 3 sessions: Fall (Sept-Jan), Spring (Feb-June) and Summer (July-August). A calendar with studio closures will be distributed prior to each session. The Symphony and Melody packages are based on enrollment, not attendance, and reserve you or your child an exclusive time throughout the session. Students are guaranteed a minimum of 16 lessons in the Fall and Spring sessions and a potential 4 bonus lessons depending on session calendar. Tuition is flat-rate and there are no make-ups or reschedules so long as the minimum 16 lessons have been met. This includes weather closures and sickness/emergencies. 24-hr notice for anticipated absences is requested to be considered for makeup credits. Makeups are not guaranteed. Exceptions are at the discretion of the instructor. If the student does have a make-up credit it must be redeemed by the end of the session or be forfeited. Make-up lessons can not be rescheduled after they have been confirmed or if missed. If the instructor cancels the lesson will be rescheduled before the end of the session. Students looking for a more flexible option may choose the Flex package! Flex students are added to a weekly email that shows the open times available; consistent weekly times are not guaranteed.

Payment: Tuition is due by the 1st of the month for the Symphony and Melody packages. Flex students must pay by the end of each lesson or pay for a bundle of lessons in advance. Tuition can be paid by cash, check to “Santa Maria Voice Studio LLC” or AUTOPAY with a bank account. No credit cards are accepted at this time. Any payments received after the 7th of the month will have a \$20 late fee added to the next invoice. If a check bounces or autopay is declined, the client is responsible to pay any bank fees that may be charged to the studio within one month of the incurred fees. Tuition is non-refundable. Please contact your instructor to set up Autopay.

What does your tuition pay for? A consistent weekly lesson, recital fees, registration fees, studio materials such as ink, paper, snacks, stickers, sheet music, etc., assistance with audition or competition prep including written recommendations, instructors that are highly skilled in their area of expertise and involved in the local music community and participate in professional development, office expenses such as scheduling software, processing fees, general liability insurance, website, local taxes and studio rent.

Scheduling: Private lessons are scheduled at the beginning of each session via Google Form. Students must register by the deadline to be considered for lessons. Scheduling is based on mutual availability of the instructor and student. If there is not agreeable time the student will be placed on a waitlist or referred to a new teacher. Group Lessons are scheduled prior to the beginning of each session. Each class will occur at a weekly recurring time. There are no refunds or makeups for missed group classes. If the instructor cancels, the class will be rescheduled.

Weather Closures: If there is inclement weather the studio reserves the right to cancel lessons independent of all WNY school districts' weather decisions. If closed for weather all lessons will be moved to a virtual platform if there is adequate power/internet connection. The decision to close the studio will be emailed and announced on social media platforms (Facebook/Instagram @SantaMariaVoiceStudio).

Virtual Lessons: Virtual lessons are a great way to have quality instruction independent of your physical location. The Studio prefers to use FaceTime or GoogleMeet for virtual lessons as they have been the most consistent in quality sound and connection, as well as being free to the instructor and user. The instructor will call or connect at the assigned lesson time and it is expected that the virtual student will be prepared for the lesson and accept the call (refer to the Lateness Policy below). Voice and Ukulele Students require two devices - a device to connect to the teacher and a device to play pre-recorded tracks. Tracks will be sent prior to the lesson as applicable. Piano students must have a place to hold their device so that the instructor can clearly see the students posture and all of the keys of the piano.

Sickness/COVID policy: Students and instructors should not attend class if they are visibly sick (runny nose, cough, fever, body aches). If a student arrives to the lesson in such a state, the instructor reserves the right to deny the student's lesson that day or request that the student wears a mask to ensure infection is not spread. Masks, hand sanitizer, tissues, disinfectant wipes and a hand washing station are available in the studio.

Lateness policy: Please let the instructor know if you will be late to your lesson. Lessons will not be extended if started late. If notice is not given within 10 minutes of the lesson start time the student is assumed to have done a "no call no show" and the instructor may leave the studio early.

Termination policy: Termination of services requires written notice to the studio 7 days before the 1st of the month. If the student chooses to stop taking lessons mid-sessionr/mid-month, remaining tuition will not be refunded. If a student would like to take a break and return at the same time they can pay for the time to reserve the time slot. Otherwise it will be reassigned to a student on the waitlist and a new lesson time is not guaranteed. The instructor reserves the right to remove a student from studio participation. Such a decision will be discussed with the student/guardians if the situation arises. If the instructor removes a student, tuition may be refunded at the discretion of the studio. If the studio did not provide services as promised to a client they may be issued a partial refund (proof must be provided).

Allergies/Medical Conditions: Please give written advice to the instructor of any allergies or medical conditions that may affect the student during lessons, recitals or events. This includes sensitivities to smell as the studio does occasionally use an essential oil diffuser/air fresheners.

Liability Policy: The Santa Maria Voice Studio is not liable for pain, injury, loss, or damage as a result of performing or playing an instrument taught by our instructors, or for any pain, injury, loss, or damage occurred from travel to and from lessons or events related to Santa Maria Voice Studio LLC.

Social Media/Photo Release: Photos or videos taken at recitals or during studio activities may be used for promotion on the studios social media pages. The Studio has a public Instagram and Facebook business page. Only first names will be mentioned in posts with permission. Please acknowledge your permission or refusal below.

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By signing below, I acknowledge that I have fully read and agree to the studio policies.

Student(s) Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Social Media/Photo Release

(select one)

- ☐ I give permission for my/my child's photo/video and first name to be used for promotion.
- ☐ I give permission for my/my child's photo/video to be used for promotion but do not mention first name.
- ☐ I DO NOT give permission for my/my child's photo/video to be used for promotion.

Allergies

Please list any allergies or medical conditions that may affect the students health during a lesson or recital:
