

# The Vocal Studio of Abigail Simiele

## Policies and Procedures

**What to Bring-** Students please bring a three-ring binder containing your music to be worked on in lessons, and any music books you are working from, to all of your lessons.

### **Payment Policy-**

Lessons are to be paid a month in advance on either the first of the month, or the first lesson of the month (at the very latest). A payment can be made by cash, check, Venmo (@Abigail-Studio, includes 1.9% transaction fee, viewable on your invoice), or online using a card (this includes a 3% transaction fee). You will receive a monthly invoice at the end of the month, for the following month, and you are paying and reserving your time slot for that upcoming month. I will not be able to teach a lesson that has not been paid for.

**Scheduling-**In fairness to everyone's time and schedule, I ask that the student/parental figures be attentive and respect the following policies. Thank you in advance for your understanding.

Conflicts should be kept to a minimum as this time has been specifically reserved for your student.

### **Cancellations and Rescheduling:**

Any conflicts for the following month should be communicated to Abigail by the 25th of the current month, before invoices are sent out. Any conflicts that are communicated after invoices have been delivered, will be charged, but with the possibility of rescheduling.

If due to an unforeseen circumstance, you are unable to make it to your scheduled lesson, a 24-hour notice is required. Notice may be given by sending an email or you may call or text: (315)-412-3969. A make-up lesson can be scheduled. **\*\*Please understand that Abigail cannot always guarantee a rescheduled time for that week. All make-up lessons need to be made up within the month they were in. After that, they will expire\*\***

If less than 24-hour notice is given, the student will be charged for that lesson, regardless of whether or not a make-up lesson was scheduled.

The only time you will be credited for a lesson is if Abigail cancels or in the case of inclement weather.

**Abigail's Cancellations:** If Abigail must cancel a lesson, you will be notified prior to invoices being sent out, or if unforeseen (when possible), 24 hours prior to the start of the lesson. If it cannot be rescheduled, you will receive a full refund for that lesson, or a credit lesson-your choice.

### **Sickness-**

If a student is ill, Abigail wishes to be notified as soon as possible so that a make-up lesson can be scheduled.

If the student stays home from school/work due to sickness, please refrain from bringing your student to their lesson. However, as long as the student is not contagious, there is still a lot to study even when the student is not 100% vocally. Students will learn how to safely sing through remaining symptoms, as well as breathing, posture, harmony, memorization techniques, theory, etc. There is still so much to learn even when a student is not at peak performance vocally. If you are unsure about bringing your student due to illness, please feel free to message Abigail so that a course of action can be discussed.

**No Show or Student Withdrawal -**

If a lesson is missed two weeks in a row without contacting Abigail, you will have forfeited your time slot and will no longer be considered a student.

If the student needs to withdraw from lessons (either for a period of time, or permanently), a month's notice is required. If notice is given under that time (or in the middle of a scheduled month), the parent/guardian agrees to pay for the remainder of the month that lessons were scheduled for.

Thank you for respecting these policies.

Please do not hesitate to contact me with any questions or concerns regarding any of the policies above. I look forward to learning with you!

Please sign below accepting that you understand and agree to these policies.

X\_\_\_\_\_ Date: \_\_\_\_\_