

The Sarah Zahn Music Studio

Studio Norms

Thank you for taking the time to review these norms. They are designed to help answer any questions and to ensure a safe and supportive working environment for everyone.

Location: Creative Pursuits Studio, 1525 Oregon Pike, STE 202, Lancaster, PA, 17601.

- Virtual lessons are offered on a limited basis for local and out-of-state students.
- Limited lessons are available for students in Elizabethtown. Please email sarahzahnsinging@gmail.com for location and rates.

New Students: Upon registration, students and parents will have the opportunity to create a free and secure account via My Music Staff. This account gives access to a private and secure portal through which students may sign up for/cancel/reschedule lessons. This account is free, but required to be a part of the studio.

Tuition:

30 minute coaching/lesson: \$40

45 minute coaching/lesson: \$55

60 minute coaching/lesson: \$70

New Students: Upon registration, students and parents will have the opportunity to create a free and secure account via My Music Staff. This account gives access to a private and secure portal through which students may sign up for/cancel/reschedule lessons. This account is free, but required to be a part of the studio.

Scheduling: All lesson scheduling is the student's responsibility and is subject to availability within the portal calendar. It is recommended to register for lessons early for the best selection of dates and times. Your portal calendar will show any available lessons. If a day appears blank, then no lessons are available that day.

It's preferred that students to commit to either a weekly or biweekly lesson in order to foster consistent growth. Drop-in lessons are welcomed on an as-needed basis.

Referrals through Creative Pursuits Studio: If you are referred to my studio by first reaching out to Creative Pursuits Studio, then a registration fee of \$50 plus the first month's tuition will be invoiced and payable within 48 hours to secure that student's spot on the calendar. If it is not paid within 48 hours, the lessons will be opened to other students. Notice will be given prior to being invoiced for the registration fee.

This registration fee, while non-refundable, will be "paid back" to the student/parent via a \$10 discount on each of the first five lessons taken. For example, a 45 minute lesson at the current tuition of \$55/lesson will be \$45/lesson for the first five lessons after the \$50 registration fee is paid. If the student does not take five lessons, then any remainder of the \$50 registration fee will be forfeited.

Payment:

Invoices will go out on the first of the month for the total number of lessons scheduled that month. Tuition is due on receipt and must be paid by the first lesson of the month or the 5th of the month, whichever comes first. A late payment reminder will go out on the 8th and a \$10 late fee will be added on the 10th for any outstanding invoices.

If you'd like to pay at your lesson, please email sarahzahnsinging@gmail.com to request accommodations by the 5th of the month.

Lessons booked within the month for that month will be invoiced and due within 48 hours of invoicing. If the invoice is not paid within 48 hours, the lesson will be canceled and released to other students.

Sarah reserves the right to not teach a lesson if tuition is not paid. Tuition is non-refundable, so please schedule responsibly.

Please note: Online payments will incur a 4% convenience fee. You may avoid this fee by paying with cash or check, Zelle or Venmo. Details will be included in your invoice email.

What's Included in Your Tuition: Tuition includes individualized, custom vocal, acting, and/or piano training for each student. Voice students also receive sight reading, music theory, and music reading training to supplement their technique work. Repertoire will be collaboratively assigned with the goal of reaching performance-level mastery of the piece.

Students may bring in their own pieces to work on, including audition pieces. Monologue and scenework is welcome if it supports the vocal goals of the student.

Any requests for Ms. Zahn's time/expertise outside of regular lesson planning will be billed at \$70/hr and added to the next month's invoice. Discretion will be used when billing for this extra time and notice will be given prior doing the work.

How to Cancel a Lesson: If you need to cancel a lesson, please do so through your student portal by logging in, clicking on the lesson you wish to cancel and following the steps. *A text will not suffice as cancellation.*

- Cancel more than 24 hours prior to your lesson time and pre-paid tuition will be credited to your account for future use.
- Cancel less than 24 hours prior to your lesson and the lesson will be billable and a make-up credit will be added to your account, which may be used within one year.
- Missed lessons with no notice will be forfeited and may not be made up.

Make-up Lessons: Designated make-up days are built into the calendar and indicated as such. There are no regularly scheduled lessons on those days, but students with make-up credits may be used. You must have a make-up credit in your account to register for a make-up lesson. Make-up credits may also be used upon request when registering for a non-make-up day lesson. The student/parent maintains the responsibility to schedule and use the make-up credit. Make-up credits expire one year from issue date.

Music: The purchase of music is the Parents'/Student's responsibility. If a book is purchased for use in our lessons, every effort will be made to work through that book to maximize the investment.

Performance Opportunities: Recitals are not guaranteed, but Ms. Zahn is very happy to recommend some of the many performance opportunities in the area.

Studio Values: The Sarah Zahn Music Studio is dedicated to inclusivity, welcoming individuals of all backgrounds and characteristics. We value each person's unique abilities and personhood, believing diversity enriches our community and enhances creativity. Our studio is committed to a safe, welcoming environment, which we believe to be absolutely essential for creativity and excellence in music and theatre education. We prohibit preferential treatment in all operations and are happy to provide reasonable accommodations for those with disabilities. Please contact Sarah Zahn to request any accommodations.

Release and Hold Harmless: You agree to hold Sarah Zahn and Creative Pursuits Studios harmless for any injuries that may occur on said premises while the student and/or his/her parent/guardian is in Sarah Zahn's care.

My commitment as your/your child's teacher: I commit to providing a safe, constructive, invigorating environment for you or your child(ren) to learn and grow in the arts. I will do my best to offer sound advice and coaching for auditions/competitions, etc, but I cannot guarantee casting, acceptance to college/schools, scores or ranking. If the student is a minor, a parent or guardian is welcome in the studio to observe at all times, but it is not required. My Pennsylvania Child Abuse Clearances are current and available on request.

I have read, understand, and will follow these policies and studio norms.

Signature of student or parent (if student is a minor)

Date