

**STL PIANO LESSONS @ SHOCK CITY SCHOOL OF MUSIC
UPDATES TO ORIGINAL SCHOOL POLICIES AND STUDENT AGREEMENT AUGUST 2021**

1. TUITION RATES

CHANGES: REDUCED MONTHLY RATES

1. 30 Minute Lessons (available only for preschool and early elementary aged beginners)
 - a. MONTHLY billing option only: \$170
2. 45 Minute Lessons (NEW)
 - a. MONTHLY billing option only: \$225
3. 60 Minute Lessons
 - a. MONTHLY billing option only \$280

2. PAYMENT

CHANGES: no upfront billing option; only monthly billing option available. Reduced tuition to offer discount on all plans

5. Student Agreement with addition to changes outlined here will be in effect beginning September 01, 2021. Student's tuition payment serves as agreement to updated policy.

6. Included in your tuition:

CHANGES: ALSO to include ALL benefits provided to Shock City Students (see ShockCitySchool.com private lessons page or email the office for more details)

3. SCHEDULING AND ATTENDANCE

CHANGES: SEMESTER/SCHEDULES

2. We will no longer schedule on a semester-based plan. Rather, lessons are considered ongoing. There are 4 break weeks built into our annual calendar that are accounted for in monthly tuition. No refunds or make-ups are permitted nor necessary for break weeks [1: Summer (July) 2: Fall (Thanksgiving week) 3: Winter (week of Christmas holiday) 4: Winter (week of New Year's holiday)].

7. During our 4 holiday/break weeks, no make-up lessons will be necessary as these are built into our tuition and schedule. Lessons falling on other holidays will follow the options set forth in the original contract.

4. TERMINATION, QUESTIONS, OR CONCERNS

CHANGES: Moving to ongoing lesson plans

1. As of September 01, 2021, STL Piano Lessons will no longer operate under semester-based billing or schedules. All lessons will be considered ongoing.

2. Student cancellation:

CHANGES: To pause, cancel, or terminate this agreement, student or parent of student will need to complete a pause or withdraw form with the office by contacting info@stlpianolessons.com or office@shockcityschool.com. 30 days notice of cancellation or pause is required to ensure proper billing and notice of schedule changes.

5. Communication:

CHANGES: To reach the school, please reach out to the STL Piano Lessons and Shock City School of Music office by contacting us at 314-750-9395 (phone or text) or info@stlpianolessons.com and office@shockcityschool.com (email).

By continuing lessons with STL Piano Lessons under management by Shock City School of Music, LLC, you hereby agree to the interim policy/contract updates established and outlined in this document (above) in effort to allow for a streamlined single lesson experience under ownership of Shock City School of Music. Policy is subject to change at any time and without formal notice.

ORIGINAL SCHOOL POLICIES AND STUDENT AGREEMENT

1. TUITION RATES

1. 30 Minute Lessons
 - i. Pay Up Front For Semester: \$720
 - ii. Monthly Payments: \$190
2. 60 Minute Lessons
 - i. Pay Up Front For Semester: \$1040
 - ii. Monthly Payments: \$285

2. PAYMENT

1. **Two options to pay tuition:** Student can either pay up front for the semester at a discounted rate or they can make monthly payments.
2. **Simple, hassle free billing:** Tuition is due on the first of every month or at the beginning of each new semester, whichever the payment

option the student chooses. Student will be automatically charged for the amount due.

3. **Student's payment method needs to be set up before the first lesson.** Please set this up now at <https://teacherzone.com/payment>. You

can use credit card, debit card or checking account as your payment method.

4. **Student will not be allowed to attend any lessons until payment method has been entered and first charge has been completed**

successfully. If there is a problem processing student's payment, STL Piano Lessons will work with student to get account current. *No*

lessons will be attended until account is current.

5. **Student will not be allowed to attend any lessons until a signed Student Agreement is on file with STL Piano Lessons.** Student needs to print out this agreement, sign and email a copy to chris@stlpianolessons.com before first lesson is scheduled to begin.

6. **Here is what is included with your tuition:**

- i. Learn how to play piano by ear or focus on the classical repertoire - the choice is up to you! We structure our lessons to focus on

what you want to learn.

- ii. All of our teachers are highly trained and are the top professional working musicians in the St. Louis area!
- iii. Weekly private one-on-one lessons with one of the top professional musicians in St. Louis
- iv. Free participation in all student recitals
- v. Free access to our Online Portal where you will have your own personalized account
- vi. Easy payment and scheduling options through the online portal
- vii. We also have an App (iPhone, iPads, Androids, Tablets) so you can check in on your account on the go
- viii. **We video every lesson and send you the link.** This way you can see and review what you learned in your lesson. This also adds

another layer of security for parents as you can see exactly what is going on in each lesson

- ix. Your teacher will send you a lesson summary after every lesson through the online portal so you know exactly what to work on

before your next lesson

- x. If you need to cancel a lesson, your teacher will send you a quick video lesson with new assignments for the week
 - xi. Free access to all of our online videos on technique, fundamentals, music theory, and how to play songs
 - xii. Free access to hundreds of bonus online lessons from other teachers around the world
 - xiii. Free access to direct online chat with your teacher so you can ask questions whenever you have them
 - xiv. Parents get their own accounts so you can check on your child's progress
 - xv. No registration fees or any other hidden fees
7. All payments need to be made through the STL Piano Lessons online portal. *Please never attempt to pay your teacher directly.*

3. SCHEDULING AND ATTENDANCE

1. **All communication with teachers should be done through the Online Portal chat function.** This is to protect all parties involved and will

allow us to have a record of all communications.

2. **Student understands that lessons work by semester.** There are three semesters in every year – Spring, Summer and Fall. Each semester is

16 weeks long – 14 weeks of lessons and 2 weeks vacation at the end of each semester

3. **Student agrees to show up to all lessons in every semester that they are enrolled to the best of their ability.**

4. **We do not offer makeup lessons or reschedules for student cancellations (except for extreme weather conditions).**

- i. Your tuition covers a whole lot of things, it is not a fee for each specific lesson. Missed lessons have already been accounted for in the formulation of your tuition. If you have to miss a lesson every now and then, it's no big deal because you are not paying for every single lesson anyway.
 - ii. We love our teachers and owe it to them to keep a stable schedule. In order to get the best teachers, it is important that we respect their time and expertise. Also, their schedules are full so there are no times for makeups and they are too disruptive.
 - iii. If you can't make your lesson one week, it's no problem. It happens. Just let your teacher know no later than 4 hours prior to your lesson time and your teacher will send you a video lesson through the online portal so you still have something to work on for that week. ***This lesson will not be rescheduled and your tuition will not be reimbursed to make up for the missed lesson. If you do not give notice at least 4 hours before your lesson time that you are cancelling, your teacher will not send you a video assignment.***
 - iv. If you need to permanently change your lesson time, due to a change in your schedule, just let us know and we can find you a new permanent time slot.
 - v. This policy also keeps you accountable as a student. Knowing you are paying for the full semester whether you show up to your lessons or not will make you want to show up more. Showing up more often is going to make you progress quicker and make you a better piano player. When you get in the habit of thinking it is ok to not show up, you stop practicing. You start showing up less and less for lessons. Then you get frustrated because you are not progressing as quickly as you would like. And eventually you quit. By following our policy, we can avoid this whole cycle and help you reach your goals quicker!
5. If any student does not show up for a lesson and does not notify the teacher before lesson time, the student will be marked as "No Show." We will send a notification to the student and parent/guardian (where applicable) to make sure all parties are aware that student did not show.

6. **If a student needs to cancel a lesson due to extreme weather conditions, student must let teacher know no less than 4 hours prior to lesson time. Then the student has three options:**
 - i. **Bank the lesson and reschedule:** The canceled lesson will be banked in our system. It is the responsibility of the student and teacher to coordinate a makeup lesson within 60 days of the cancellation. If makeup lesson is not used within 60 days of cancellation, the lesson will be forfeited.
 - ii. **Do an online video lesson instead:** Some teachers are able to offer online video lessons as a substitute for in person lessons. When a student cancels due to extreme weather conditions, they can coordinate with teacher to set up an online lesson instead.
 - iii. **Miss the lesson.** The teacher may offer to do a video lesson instead of the first two options, but is not obligated to do so. If student is unwilling to do an online lesson and unable to reschedule a makeup lesson within 60 days of the cancellation, then student will forfeit the lesson and no tuition reimbursement will be offered.
7. **If a teacher cancels a lesson (this includes holidays), student has three options:**
 - i. **Bank the lesson and reschedule:** The canceled lesson will be banked in our system. It is the responsibility of the student and

teacher to coordinate a makeup lesson within 60 days of the cancellation. If makeup lesson is not used within 60 days of cancellation, the lesson will be forfeited.
 - ii. **Do an online video lesson instead:** Some teachers are able to offer online video lessons as a substitute for in person lessons

when they need to cancel. When a teacher cancels and offers online lessons as a makeup option, the student is required to do the online lesson. If student doesn't want to do it, it's ok, but student will be forfeiting the lesson. Student can either do the online lesson or miss the lesson, but there will be no tuition reimbursement for the missed lesson.
 - iii. **Miss the lesson.** The teacher may offer to do a video lesson instead of the first two options, but is not obligated to do so. If student is unwilling to do an online lesson and unable to reschedule a makeup lesson within 60 days of the cancellation, then student will forfeit the lesson and no tuition reimbursement will be offered.
8. **All students have their own account in our Online Portal.** With the portal, you will be able to set up your payment, see past and future charges, communicate with your teacher, access practice assignments, see your schedule and a whole lot more. Our online portal is awesome. You are going to love it!
9. **All lessons are video recorded.** This is for student and parental reference only. *These lesson videos will never be shared publicly.* If you would rather we not record your lessons, just let your teacher know.
10. **Changing Teachers:** If student is unhappy with their teacher, they can contact STL Piano lessons via email and request a different teacher anytime during the semester. We will work to get you set up with a new teacher. Student agrees to allow 2-4 weeks of transition time to give the current teacher as well as the new teacher a fair amount of warning. During this transitional period student will still have their regularly scheduled lessons with their current teacher.

4. TERMINATION, QUESTIONS OR CONCERNS

1. **This is a per semester agreement.** We ask all of our student to commit to a full semester of lessons. If student wants to drop out before

the end of the semester, that is their prerogative, but they will still be held responsible to pay for the entire semester. Once first lesson has occurred (whether attended by student or not), no refund will be given. No refunds for early termination any time during the semester.
2. **Student cancellation.** Student can terminate this agreement at the end of each semester by sending an email to

chris@stlpianolessons.com no later than 24 hours before the begin date of the next semester.

3. **Automatic renewal.** Each student will be automatically enrolled in the upcoming semester unless cancellation notice is given via email no

later than 24 hours prior to the beginning of the new semester

4. **STL Piano Lessons reserves the right to terminate this agreement at any time.**
 - i. Three Strikes: Once student has three “No Shows” – meaning they did not show up for their lesson and did not contact their teacher to let them know they will not be attending for three separate lessons – STL Piano Lessons may decide to let the student go.
 - ii. First warning: If student is not practicing or making enough effort on their part to improve, STL Piano Lessons may decide to let the student go. The student’s teacher will give them a warning by explaining to the student, and or parents/guardians, that the student needs to take more initiative and begin practicing more. If teacher still sees no progress, STL Piano Lessons may decide to let the student go.
 - iii. STL Piano Lessons reserves the right to terminate this agreement at any time for any other reason it sees fit.
5. If you ever have any questions or concerns about payment, scheduling, or attendance, please don’t hesitate to contact Chris at 314-616-0760 or chris@stlpianolessons.com.