

# *Lake Cook Piano Studio LLC Policy*

The goal of Lake Cook Piano Studio LLC (LCPS) is to offer its students the highest quality music instruction possible. The first step to achieving this goal is for the student (which also refers herein to the parent(s) and/or guardian(s) of the student, should the student be a minor) to have a clear understanding of the studio policy.

This studio policy is a legal contract made between LCPS and the student on the date signed, for the provision of private music instruction services by LCPS to the student. The student has received and read the studio policy and agrees to abide by its provisions, as a condition to LCPS providing music lessons to the student.

Upon signed agreement to the following terms, this policy and its terms will be consistently adhered to in order to promote a smooth operating, fair and equitable business as well as a favorable learning environment for the student.

## 1) **Tuition Rates:**

Fall and Spring Terms (16 weeks each)			
Lesson Length	Early Registration Rate	Standard Rate	Late Registration Rate
90-minutes in-studio <b>or</b> 120-minutes online.	\$969.00	\$1,020.00	\$1,071.00
60-minutes in-studio <b>or</b> 90-minutes online.	\$869.00	\$915.00	\$961.00
45-minutes in-studio <b>or</b> 60-minutes online.	\$770.00	\$811.00	\$852.00
30-minutes in-studio <b>or</b> 45-minutes online.	\$568.00	\$598.00	\$628.00

Summer Term (5 weeks)			
Lesson Length	Early Registration Rate	Standard Rate	Late Registration Rate
90-minutes in-studio <b>or</b> 120-minutes online.	\$303.00	\$319.00	\$335.00
60-minutes in-studio <b>or</b> 90-minutes online.	\$272.00	\$286.00	\$300.00
45-minutes in-studio <b>or</b> 60-minutes online.	\$240.00	\$253.00	\$266.00
30-minutes in-studio <b>or</b> 45-minutes online.	\$178.00	\$187.00	\$196.00

Lessons á la Carte	
Lesson Length	Rate
90-minutes in-studio <b>or</b> 120-minutes online.	\$75.00
60-minutes in-studio <b>or</b> 90-minutes online.	\$65.00
45-minutes in-studio <b>or</b> 60-minutes online.	\$55.00
30-minutes in-studio <b>or</b> 45-minutes online.	\$45.00

### Enrollment

Early Registration and Registration Deadline dates and other pertinent information are announced via email during enrollment. The above tuition rates include one (1) lesson per week, per student.

### Lesson Length & Frequency

The structure of the program and teaching style employed at LCPS requires that all students take a **minimum** of one (1), 60-minute lesson per week. If the student and teacher agree to start below the minimum requirement, it is understood that the student will move up to the required lesson time and frequency as soon as it is necessary for proper study.

2) **Registration:**

Registration needs to be completed before any lessons are given by LCPS.

Registering includes:

- 1) Completing the free Introductory Lesson for all new students for placement into the program.
- 2) Completing/updating the Registration Form.
- 3) Reading and signing the Studio Policy.
- 4) Getting scheduled.
- 5) Making the required tuition payment(s).

Forms

The Registration Form will need to be promptly updated should there be a change in information. The Registration Form and Studio Policy can be found on the *Resources Page* of the LCPS website.

Scheduling

The student will be scheduled to a mutually agreed time slot. As indicated in *Section 1- Tuition Rates*, lessons are typically scheduled once per week/per student on a set day and time but more lessons may be scheduled as desired, depending on available time slots.

Securing Time Slots

Time slots are secured on a first come, first served basis and **only** if the student completes registration by the registration deadline.

Additionally, the student may risk losing their time slot if registration is not completed by the registration deadline. Refer to *Section 7- Maintaining Active Status* for more information.

Tuition payment is **non-refundable** and there are no prorated prices, credits or refunds.

3) **Billing, Tuition Payment Options and Discounts:**

Billing

Invoices including lesson and balance due information will be emailed to the student on approximately **the 25<sup>th</sup>** of the month previously due.

Monthly Installment Plan

The Lesson Rate that the student registers for in *Section 1- Tuition Rates* is divided by five (5), equal monthly installments. If a payment is made after the installment due date (see Installment Schedule below) an additional 10% Late Payment Fee will be added to that installment.

\*The Early Registration Rate (a 5% discount) will be applied to the **first** installment only.

Installment Schedule					
Installments	1 <sup>st</sup> Announced during Enrollment.	2nd	3rd	4th	5th
Fall Term	TBA	August 20th	September 20th	October 20th	November 20th
Spring Term	TBA	January 20th	February 20th	March 20th	April 20th
Summer Term	TBA	*Paid as a single installment.			

The student may make arrangements with LCPS to pay tuition in fewer than 5 installments. The installment schedule and tuition amount will be adjusted accordingly.

Multiple Family Member Discount

Students with two or more family members taking lessons will receive a **5% tuition discount** for each additional member.

3) **Billing, Tuition Payment Options and Discounts (*Continued*)**

New Student Tuition Proration

If a new student should start lessons later in the term, the tuition may be prorated. As indicated in *Section 2- Registration, Securing Time Slots*, once registration is complete, tuition payment is **non-refundable** and there are no prorated prices, credits or refunds.

Tuition proration will be calculated by dividing the tuition rate per term by the number of weeks per term as indicated in *Section 1- Tuition Rates* and then multiplying by the total number of weeks remaining in the term.

Forms of Payment

Payment by cash, check, Visa, MasterCard, Discover, American Express or money order is accepted. Credit card payments may be made in person, over the phone or on the LCPS website via PayPal.

4) **Method of Communication:**

It is the **student's responsibility** to have a working email and check it regularly for important information from LCPS (i.e. billing, announcements, etc.).

**Email is the primary form of communication.**

However, for urgent matters, it is recommended that the student text LCPS for the quickest response.

5) **Fees:**

Insufficient Funds

A \$25.00 fee will be charged for a returned check due to insufficient funds. If a second check should be returned due to insufficient funds, checks will no longer be accepted as a form of payment.

Convenience Fee

If the teacher should pick up any learning materials for the student, a \$10.00 convenience fee will be charged.

6) **Changes in Tuition Rates and Fees:**

LCPS reserves the right to change tuition rates and fees at any time.

7) **Maintaining Active Status:**

To maintain active status and reserve the student's time slot with LCPS, registration and any installments must be completed by the due dates regardless if the student is absent for part or all of the term.

8) **Punctuality:**

Student Tardiness

Punctuality is an important part of the dedication needed to excel at playing an instrument. The lesson will begin and end at the scheduled time. If the student arrives late to a lesson, they will receive instruction for the remaining time. There are no prorated prices, credits or refunds.

Teacher Tardiness

If the teacher is late for a lesson, the student may make up the time after the lesson, if possible, or at another time or be credited. (Please refer to *Section 9- Teacher Cancellations* for more information).

Excessive cancellations

Excessive cancellations and/or no shows will be grounds for termination of services. If services should be terminated, there are no prorated prices, credits or refunds.

## 9) **Missed Lessons:**

### Make-Up Lesson Maximum

Each student will be allowed to make up a maximum of **two (2)** missed lessons for the Fall and Spring Terms each and **one (1)** missed lesson for the Summer Term. Beyond that, any further missed lessons are considered unexcused and will be forfeited. There are no prorated prices, credits or refunds. Lessons rescheduled for the same day also count as missed, since another time slot needs to be utilized. **LCPS strictly adheres to this policy.** The make-up lesson maximum applies to all situations **except** In-Term Holidays, Studio Closures and Teacher Cancellations (See below).

### Make-Up Lesson Procedure and Expiration

It is the **student's responsibility** to contact LCPS to schedule a make-up lesson **before** the end of the term in which it was missed. Otherwise, the lesson will be forfeited. There are no prorated prices, credits or refunds. Students that contact LCPS to schedule a make-up lesson will be placed on a Make-Up Waiting List in the order LCPS was contacted by students scheduling make-ups. The Make-Up Waiting List will be cleared on the first day of the next term and the procedure will start over.

**NOTE:** The allowed make-up lessons per term are not a guarantee or entitlement. A lesson will be made up **only** if there is time slot availability **before** the end of the term in which it was missed. If there are no open time slots available before the end of the term, the lesson will be forfeited. There are no prorated prices, credits or refunds.

### Studio Breaks & In-Term Holidays

It is the student's responsibility to monitor the Studio Calendar and be aware of all studio breaks, In-Term Holidays and any other pertinent dates and events occurring throughout the year. (Please refer to the Studio Calendar on the LCPS website).

The studio will be closed on the following In-Term Holidays: Independence Day, Labor Day and Halloween. If a lesson should fall on an In-Term Holiday, it may be rescheduled. However, as mentioned above, it is the **student's responsibility** to contact LCPS to schedule the make-up lesson **before** the end of the term in which it was missed. Otherwise, the lesson will be forfeited. There are no prorated prices, credits or refunds.

### Studio Closures

The studio may be closed due to inclement weather, hazardous conditions, or any other circumstances that might impede normal, safe operation of LCPS. In the event of a studio closure, LCPS will attempt to notify the student of the closure as soon as possible. If the student should miss a lesson due to a studio closure, it may be rescheduled. However, it is the **student's responsibility** to contact LCPS to schedule the make-up lesson **before** the end of the term in which it was missed. Otherwise, the lesson will be forfeited. There are no prorated prices, credits or refunds.

### Teacher Cancellations

If the student should miss a lesson due to a teacher cancellation, it may be rescheduled. However, it is the **student's responsibility** to contact LCPS to schedule the make-up lesson **before** the end of the term in which it was missed. Otherwise, the lesson will be forfeited. There are no prorated prices, credits or refunds.

\*In the case of the above three scenarios- In-Term Holidays, Studio Closures and Teacher Cancellations, all make-up lessons are guaranteed, as long as the student contacts LCPS to schedule the make-up lesson **before** the end of the term in which it was missed.

### Cancelling a Make-Up Lesson

If the student should cancel a make-up lesson, it will be forfeited. There are no prorated prices, credits or refunds.

## 10) Student Development and Learning Materials/Aids:

### Advancement

Regular, open and respectful communication and feedback between the teacher, student and when applicable, the parent(s) and/or guardian(s) is extremely valuable for the steady advancement on the instrument and therefore, is highly encouraged. **Consistent, regular practice is also absolutely vital for advancement and is expected of the student.**

### Purchasing Learning Materials

The teacher will recommend the learning materials most appropriate for the student and will answer any questions the student, parent(s) and/or guardian(s) may have regarding these materials.

The ordering, purchasing and pick-up of method books, music and all other learning materials are the responsibility of the student and when applicable, the parent(s) and/or guardian(s). If the teacher should pick up any materials for the student, a \$10.00 convenience fee will be charged.

### Assignment Notebook

**Students are required to bring a blank, 8 1/2 x 11 inch notebook to their lesson. This notebook is essential.** It will become the student's personalized practice journal and it will contain an organized, centralized lesson plan and a record of the student's weekly assignments, practice, review and progress notes, etc.

### Other Learning Materials/Aids

The student is also required to bring manuscript paper and other supplies to the lesson when directed by the teacher. Mobile phones, tablets and similar devices and their apps are excellent tools for enhancing learning as well as recording/sending important subject matter and are highly recommended.

**NOTE:** It is the student's responsibility to print and bring to the lesson any pertinent documents (i.e. educational, etc) as instructed by the teacher.

## 11) Media Consent:

The student hereby consents to and authorizes LCPS to use captured and/or submitted video/audio recordings and photographic images, musical performances or quoted statements (printed or electronic), or online media for entertainment, educational and promotional purposes and without any compensation to said parties. Furthermore, the student agrees to waive and release any and all claims they may have against LCPS relating to the use of these recordings, images or statements. This Consent is binding upon heirs and future legal representatives.

**NOTE:** LCPS will not personally identify or "tag" any adult or child (i.e. Facebook) with any images or recordings LCPS posts and will specifically ask for consent from the student to use anyone's first or full name.

## 12) Standards of Conduct:

### Respect

At LCPS, all students and their associates are treated with the utmost respect and professionalism. Likewise, all personnel of LCPS expect the same treatment in return. If any conduct issues should arise, LCPS will attempt to discuss these issues with the student in hopes to successfully resolve them.

### Conflict Resolution

If any conflicts should arise for whatever reason, it is the utmost desire of LCPS to resolve them successfully through polite, open and honest communication. And therefore, such communication is highly encouraged between the teacher, the student, parent(s) and/or guardian(s). If reasonable attempts to resolve any conflicts or conduct issues are unsuccessful, services may be terminated immediately at LCPS's sole discretion. Any remaining lessons will be forfeited and there are no prorated prices, credits or refunds.

## 12) Standards of Conduct (*Continued*)

### Damage to Lake Cook Piano Studio LLC

All students and any person accompanying them are responsible for his or her person and personal belongings. Additionally, should the student or any person accompanying them, damage any part of LCPS, or any of LCPS's property, the student shall be solely responsible for the repair or replacement of same at student's own expense within thirty (30) days of discovery. Failure to do so may result in further legal action, of which the student hereby agrees to be responsible for any and all fees associated therewith.

## 13) Interruptions and Distractions:

### Attentiveness

It is critical that the student devote their full attention during the lesson in order to receive maximum benefits. Distractions and interruptions make it difficult to concentrate, disrupt the learning process and thus detract from the quality of the lesson and will be promptly addressed.

### Noise

Cell phone and any other sound making devices must be silenced or lowered to appropriate volume levels and any unnecessary noise or distractions, inside or outside the studio/learning environment will not be tolerated.

### Smoking

LCPS's personnel, students and visitors have the right to a smoke free environment, therefore, no smoking is allowed inside LCPS or anywhere they may be subjected to it, in accordance with the laws of the State of Illinois.

### Children Under the Age of 18

Anyone under the age of 18 visiting LCPS, including students, must have an legally responsible adult present at LCPS **at all times**.

Should any children under the age of 18 be accompanying the student to the student's lesson, said child(ren) will also be expected to adhere to the terms of this policy.

Interruptions and distractions are an aspect of conduct and will be addressed accordingly as described in *Section 11- Standards of Conduct*.

## 14) Termination of Services:

### Contractual Right to Terminate

LCPS and/or the student reserve the right to terminate services at anytime. If services are terminated for any reason, any remaining lessons will be forfeited and there are no prorated prices, credits or refunds.

### Termination Notification

As a courtesy to other students seeking lessons, if the student should discontinue lessons at LCPS, LCPS requests, if at all possible, a 30-day notice so that the time slot may be made available as soon as possible.

### Student Dismissal

Regrettably, LCPS may need to terminate services if any of the following circumstances occur:

- \*Failure to pay tuition on time
- \*Persistent absences
- \*Uncooperative, negative or disrespectful attitude
- \*Disruptive behavior
- \*Lack of progress due to insufficient practice or unfulfilled requirements
- \*Vandalism
- \*Theft
- \*Any conduct that is disruptive to the business activities of LCPS or any of the surrounding businesses that are part of the Spoerlein Commons Shopping Center.

**15) Indemnification:**

The student hereby agrees to indemnify and hold harmless LCPS or any of its agents, employees, and/or volunteers, from any and all loss, liability, claim, damage and expense whatsoever, including, but not limited to, personal injury, damage or loss of the student's personal belongings, arising out of or resulting from this Policy and agreement thereto.

The student further agrees to hold LCPS, or any of its agents, employees, and/or volunteers, harmless from any liability or loss regarding minor children unaccompanied by his or her parent(s) and/or guardian(s).

**16) Miscellaneous:**

This Policy shall constitute the entire agreement of the parties with respect to the subject matter hereof and supersedes all prior oral or written agreements in regard thereto.

This Policy shall terminate in accordance with any of the provisions of *Section 13- Interruptions and Distractions*.

The undersigned has read this Studio Policy, and fully understands its terms, conditions, and provisions. The undersigned agrees that if any portion of this Studio Policy is held to be invalid, then the remaining portions shall continue in full force and effect.

I, \_\_\_\_\_ have read the studio policy, understand my obligations and responsibilities and agree to receive instruction under its terms.

\_\_\_\_\_  
Parent/Guardian (if student is a minor)  
or Student's Signature

\_\_\_\_\_  
Date

**Website:** [www.lakecookpianostudio.com](http://www.lakecookpianostudio.com)

**Email:** [info@lakecookpianostudio.com](mailto:info@lakecookpianostudio.com)

**Phone number:** (224) 633-6611

**Main address:**

**Lake Cook Piano Studio LLC  
1151 McHenry Road, Suite 205-A  
Buffalo Grove, IL 60089**

**Alternate address:**

**Lake Cook Piano Studio LLC  
PO Box 7436  
Buffalo Grove, IL 60089**

\* This contract may be amended, modified or updated at anytime. The student will be provided with an updated version of the contract in a timely manner to review and sign upon their agreement to its terms.

Effective Date: August 1, 2020