



Studio Guidelines 2009/2010

A Note to Our Customers:

Schmitt Music's passion is to help our customers pursue their musical dreams. We are committed to providing you with the best possible education experience and we look forward to creating many Magical Musical Moments. Please contact us at SUTB@schmittmusic.com if you have any comments, suggestions or requests regarding your study.

The following are general guidelines for Schmitt Music in-store educational opportunities. Some teachers may have more specific policies and procedures that will be communicated to you at your first lesson.

Lessons and Classes

Lessons are defined as ongoing weekly sessions. Lessons may be with one or more students.

Classes are defined as short-term sessions governed according to a set schedule with a start and end date. Classes may meet more than once a week or weekly as determined by the schedule.

Tuition, Fees, Payment Options

Schmitt Music's standard preferred method of payment for lessons is monthly and in advance, due by the end of the prior month. Payment is made to Schmitt Music. A one-time non-refundable registration fee of \$30 per family will be charged when a lesson time is selected. Payment of the registration fee takes place at the time the student is registered for the lesson. The registration fee covers all administrative tasks associated with the weekly lesson program. In the event that a student takes a "leave of absence" from weekly lessons, the registration fee will be waived should the student return within 90 days.

Tuition for classes must be paid in full before the class begins; tuition may not be paid weekly. There are no registration fees associated with classes.

No lessons or classes may be attended prior to payment.

Payment to Schmitt Music may be made by cash, check, money order, MasterCard, VISA, American Express or Discover.

Lesson Rates

Lesson rates are teacher specific and are based on the level of education and years of teaching experience. Any rate change will be communicated in writing through the teacher at least one month in advance.



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Scheduling

Lessons are scheduled at least a week in advance. Any changes in schedule need to be communicated with Schmitt Music lesson personnel and with the teacher.

Orientation Lesson

The first 10 minutes of the first lesson for a new student is considered an orientation lesson. If the student elects to leave the lesson within 10 minutes, a refund of the full lesson payment will be issued and future lessons will be cancelled. If the student stays through the entire lesson, the lessons will continue on a weekly basis. There is no orientation in a class situation.

Missed Lessons

Student Cancellations – As the teacher is reserving time for each student, it is important to keep student absences to a minimum. When an absence is absolutely necessary, as much notice as possible is required. With reasonable notice, the teacher will work with the student/parent to reschedule. Without reasonable notice, the lesson is forfeited.
Instructor Cancellations - We expect absenteeism to be minimal; however, should a teacher miss a lesson we ask the instructor provide as much notice to the student as possible. The student will receive either credit or a make-up lesson. Repeated instructor cancellations should be reported to the store manager and to SUTB@schmittmusic.com.

Missed Classes

Student Cancellations – Respecting the difference between a private lesson and a class, unfortunately no credit or make-up lessons are offered when a class session is missed.
Instructor Cancellations – In the unlikely event that an instructor is unable to attend a class session, students will receive as much advance notice as possible. The class session will be rescheduled.

Tardiness

Student Tardiness – Students who are late for a lesson or class will not receive their full lesson time. Regarding student tardiness for a private lesson, teachers will wait for a tardy student for one third of the lesson time. Once that time has passed, teachers are released. Students will not be refunded for the missed lesson.
Instructor Tardiness – Regarding instructor tardiness for a private lesson, students are asked to wait through one third of the lesson time. Once that time has passed the student may leave with the expectation of credit or a make-up. For any other tardiness, students can expect a full 30 minutes of instruction to be worked out between teacher and student such that the schedule for the night is not disrupted. Repeated instructor tardiness should be reported to the store manager and to SUTB@schmittmusic.com.



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Religious Holidays

Students must provide one week's notice for any private lesson missed due to a religious holiday. With proper notice, the lesson will be credited.

Teachers must provide one week's notice to all students when planning to be absent due to a religious holiday. The lesson will be credited.

Respecting the difference between a private lesson and a class, unfortunately this policy does not apply in a group situation.

Emergency Closings/Weather Cancellations

The decision to close Schmitt Music stores is based on many factors: mall closings, safety conditions, the National Weather Service and state advisories. Due to the large number of lessons that may be affected, make-ups cannot be guaranteed but may be offered at the teachers' discretion. For the most part, students will receive credit. All reasonable efforts will be made to contact students in the event of a store closing.

Make-Up Lessons

Make-up lessons are offered in the previously listed situations only if a mutually acceptable time can be found.

Communication

To aid in efficient and timely communication with all families enrolled in our educational offerings, we request that Schmitt Music be provided with up to date contact information including:

- Email
- Home Phone
- Cell Phone
- Work Phone

Withdrawals & Refunds

Student Withdrawal/Lessons – Students should notify the teacher and Schmitt Music lesson personnel of intent to stop lessons at least two weeks before the final lesson. To ensure the student receives all lessons for which payment has been rendered, lessons must conclude at the end of the month. (Continued on next page.)



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Student Withdrawal/Classes – Students should notify Schmitt Music personnel of intent to withdraw from any scheduled class. If notification is received prior to the first class, a full refund will be given. If notification is received after the class has started, no refund will be given.

Program Cancellation

Schmitt Music reserves the right to cancel classes with insufficient enrollment. In the event that a class is cancelled, students will receive a full refund.

Practice

Musical achievement requires effort over a period of time.

- Practice in a quiet place
- Schedule a consistent, daily time for practice
- Use a quality instrument and ensure that it is in good working order
- Play often for family and friends
- Play a wide variety of music
- Communicate regarding lesson experiences
- Make a commitment to music study

Repairs

Most Schmitt Music stores have a repair shop on the premises. Instructors should not spend significant lesson time attempting to repair a student's instrument.

Schmitt Music Products

As one of the country's largest music dealers, we select and purchase for our stores new and exciting products. Teachers receive basic information on these products and may occasionally recommend them for student purchase.

Students who are looking for a new instrument may benefit from the teacher's advice by trying instruments from the Schmitt retail floor during the lesson process.

Payment for all products is due upon receipt. Schmitt Music products may not be loaned out by a teacher.



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Practice Rooms/Studios

Unoccupied practice rooms and studios are available for rent. Contact the Schmitt Music Store Manager for information.

Photography and Publicity

Occasional photos may be taken for use in company brochures, advertising or other public relations projects. Photographs featuring registered students are considered eligible for publication unless the student or parent/guardian of a student under the age of 18 submits in writing a request for non-use. Any such request should be sent to SUTB@schmittmusic.com.

Security

Schmitt Music cannot take responsibility for items that are lost while in the store for any educational lesson, class, or event.