



Studio Guidelines

A Note to Our Customers:

Schmitt Music is pleased to provide in-store space to many talented teachers who want to help students learn and grow in their musical endeavors. Because our teachers are not Schmitt Music employees, each individual teacher is responsible for orienting you and/or the student to their unique studio policies. They will communicate these to you.

Teachers, however, may choose to adopt any or all of the policies provided below as the teacher's own policies. To the extent a teacher chooses to adopt these policies, they shall become the policies that govern the relationship between the teacher and student.

We are here to help you. If you have any requests, comments, or suggestions regarding your study, visit with the Schmitt Music store manager, or email education@schmittmusic.com.

Lessons and Classes

Lessons are defined as ongoing weekly sessions.

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

Teachers set and regulate their own pricing for lessons. Schmitt Music accepts lesson payments for them and the payment is made to Schmitt Music. As an accommodation to teachers, Schmitt Music will accept lesson payments from students and remit the amounts to the teacher according to the agreement Schmitt Music has with the teacher.

A one-time non-refundable registration fee of \$30 per family is charged and collected prior to the start of any lessons. Additional family members do not have to register for lessons at the same time to be exempt from an additional fee. The registration fee covers all administrative tasks associated with lessons. In the event that a student stops taking weekly lessons for a period of time and returns to take lessons – regardless of whether or not the lessons resume with the same teacher - the registration fee is waived.

Payment of lesson fees for classes must be made in full for all class sessions before the first class begins; lesson fees for classes may not be paid weekly. There are no registration fees associated with classes.

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



Studio Guidelines

Lesson Rates

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

Scheduling

Lessons are typically scheduled at least a week in advance. Any changes in schedule need to be communicated to the teacher promptly. At the same time, changes should be communicated to the Schmitt Music staff so that proper scheduling of the room can occur.

Orientation Lesson

The first ten minutes of the first lesson for a new student is considered orientation. If the student elects to leave the lesson within those first ten 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, it is assumed that lessons will continue on a weekly basis. There is no orientation in a class setting.

Missed Lessons

Student Cancellations – As a teacher is holding studio space for lessons for each student, it is important to keep student absences to a minimum. When an absence is absolutely necessary, it is expected that a student will provide the teacher with as much notice as possible. With reasonable notice, the teacher will work with the student /parent to reschedule. Without reasonable notice, the lesson is forfeited. Teachers may establish their own policies for student cancellations, including the payment of fees for the missed lesson.

Teacher Cancellations – Teachers expect absenteeism to be minimal; however, should a teacher need to miss a lesson, Schmitt Music has asked that the teacher provide as much notice to the student as the teacher would expect in a reverse situation.

Missed Classes

Student Absences – When a student misses a class, no credit or make-up class is offered.

Teacher Absences – In the unlikely event that a teacher is unable to attend a class session, students will receive as much advance notice as possible and the class session will be rescheduled.



Studio Guidelines

Tardiness

Student Tardiness – Students who are late for a lesson or class will not receive their full lesson time. If a student is late for a lesson, teachers will wait for a tardy student for one-third of the lesson time. Once that time has passed, teachers may no longer be on the premises. Students will not be refunded for the missed lesson.

Teacher Tardiness – If a teacher is late for a 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 lesson.

Religious Holidays

Students must provide one week's notice for any lesson missed due to a religious holiday. With proper notice, the lesson will be credited. Missed classes will not be credited.

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

Emergency Closings / Weather Cancellations

The decision to close Schmitt Music stores is based on many factors including mall closings, safety conditions, and National Weather Service and state advisories. Due to the large number of lessons that may be affected, make-up lessons cannot be guaranteed but may be offered at the teachers' discretion. 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, students should provide both the teacher and Schmitt Music with up-to-date contact information including:

- Email
- Home Phone
- Cell Phone
- Work Phone



Studio Guidelines

Withdrawals & Refunds

If a student wishes to discontinue weekly lessons, both the teacher and Schmitt Music staff must be notified of this intent at least two weeks before the final lesson. To ensure that the student receives all lessons for which payment has been rendered, lessons must conclude at the end of the month.

If a student wishes to withdraw from a class, both the teacher and Schmitt Music staff must be notified. If notification is received prior to the first class, a full refund will be given. If notification is received during the course of the class, 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.

Schmitt Music Products / Policies

Repair

Many Schmitt Music stores have a repair shop on the premises or, if not, are able to send an instrument to another location for repair work.

Schmitt Music Products

As one of the country's largest music retailers, we select and purchase for our stores new and exciting products. Students are encouraged to shop and are eligible for a 10% discount on music and accessories. Students who are shopping for a new instrument may benefit from the teacher's advice and are allowed to try instruments from the retail floor during the lesson.

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

Practice Rooms / Studios

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



Studio Guidelines

Photography and Publicity

Occasional photos may be taken for use in company brochures or advertising. 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 written request should be sent to education@schmittmusic.com.

Security

Schmitt Music is not responsible for items lost while in the store or while participating in any educational lesson, class, or event.

Harassment

Schmitt Music is committed to providing a respectful environment for employees, teachers, and customers.

Should any situation arise that affects the potential for student learning or creates an environment that may be harmful to the well-being of the student, you are encouraged to seek assistance from the Schmitt Music store manager or report the situation to education@schmittmusic.com.

Complaints of harassment or offensive behavior will be handled with discretion and will be discussed only with those who have a need to know in order to carry out an investigation and take prompt and appropriate action.