



Keys to Harmony offers piano lessons exclusively through the revolutionary Simply Music curriculum. We are also pleased to offer other instrumental lessons. These policies are intended to keep our business running smoothly so that we can provide the best service possible. Please read through them in their entirety prior to beginning your lessons.

Waiting Area and Office

Please be respectful of items displayed in the waiting area, and leave the traffic area clear. In rainy and snowy weather, remove your shoes as soon as you enter the studio and place them on the shoe rack. Children are not allowed in the office unless a parent is with them.

Restrooms

Two restrooms are located in the back of the studio, at the end of the hallway. Plan to use the restroom if necessary before or after class, not during. Extra toiletries are provided in the east restroom, in the drawer of the free-standing cabinet. We can help prevent the spread of germs by washing hands prior to each lesson.

Fees

Current monthly tuition for shared lessons is \$90.00. This is a flat monthly fee which covers payment of 48 lessons per year. The total amount is prorated evenly over 12 months. Accordingly, tuition remains the same regardless of the number of lessons in any given month.

Lessons are more effective in a shared lesson environment. However, private lessons can be arranged in special circumstances. Tuition for private lessons is \$150 per month for weekly lessons, or the current monthly shared lesson rate for biweekly lessons.

A statement will be issued mid-month via e-mail for the following month's tuition and any materials that are to be ordered. Tuition is due (in advance) on first day of each month. Please make checks payable to *Keys to Harmony*. We also accept Visa, Mastercard, American Express and Discover cards as well as online payments via the Intuit Payment Network. You may set your account to be paid automatically through your debit or credit card; contact the office for more information.

Occasionally an extra private session may be necessary. There is a \$30 charge for each 30-minute private session.

Late Fees

Tuition is due in advance on the first day of each month. If paid after the first, a \$10 late fee will be assessed. If paid after the 15th, an additional \$10 late fee will be assessed.

Policies - non-piano students

Missed Lessons

If you must miss a lesson:

- Please contact your teacher prior to the missed lesson if possible.
- You may attend a different group session.
- No credit is issued for missed lessons.

Inclement Weather Policy

In the event that public and/or parochial schools are closed due to the weather, the general policy is that Keys to Harmony will remain open.

- If you opt not to attend that day, you may attend a different class within the following two weeks as a makeup.
- If the weather is severe, we may close the studio, in which case you will be contacted prior to your lesson time. If the studio closes, a makeup session will be scheduled.
- If there are several cancellations due to weather, it may not be possible to reschedule every missed class.
- PLEASE CHECK YOUR E-MAIL regularly if you think there is any chance that classes may be cancelled.
- No credit will be issued.

Discontinuing Lessons

If you must discontinue lessons for any reason, a 30-day notice is required. Tuition refunds cannot be issued for this 30-day period.

Our goals and policies are carefully considered, and they are designed to afford Keys to Harmony the ability to operate as smoothly and efficiently as possible. In this environment we have the greatest freedom to share the gift of music with our students and to help them achieve the best possible results.

Feel free to contact me at any time with questions or concerns you have about your experience at Keys to Harmony:

Laurie Richards, Owner
lrichards@keystoharmony.com
Business phone: 402-502-7572

Thank you!