

Vero Voce
School of Visual & Performing Arts
951 State Avenue, Suite F
Saint Charles, IL 60174
(630) 965-0825



POLICIES AND PROCEDURES

Welcome! It is our hope that through the work we will be doing together, you will find what you are seeking in your visual or performing arts training. This handout will provide you with information on general procedures and policies regarding lessons. Please familiarize yourself with the following information and return the attached lesson agreement form below.

PRIVATE LESSONS are scheduled on a regular basis at a mutually agreed upon designated time and are in increments of 45 or 60 minutes. Please be on time. To be fair to all students, all lessons will end promptly at the appointed time. If you are late, the time will not be made up. Once a time is set, you have a standing “reservation” for that time. Because this time is reserved for you, **this lesson must be paid for at the standard rate, therefore, no refund will be given and no make up lesson will be given for any appointment which is not canceled or rescheduled at least 24 hours in advance**. Exceptions to that rule are made when a circumstance arises *which we both would define as an emergency*.

CLASSES missed will not be made up. If you must miss, please notify the studio by phone at (630) 965-0825. Your attendance is vital to the life of the class, not only for your benefit, but for the benefit of others who interact with you for ensemble work.

PAYMENT

Please make checks payable to Vero Voce. All lessons must be paid for in advance. Lessons must be paid for on a monthly basis. **Payment is due for the following month on the last scheduled lesson of the current month.** Payment amount will be determined by the number of lessons to be taken in any given month, therefore, monthly payments may be more or less depending on the number of lesson days in that month. *If a check payment does not clear, the student is responsible for the entire amount of the check in the form of cash or money order as well as an additional returned check fee of \$15.*

All major credit cards are also accepted and authorized through authorize.net.

Lesson fees are subject to change at any time. You will be given at least a month’s notice in the event of such a change.

ADDITIONAL COSTS

Costs will be kept to a minimum. However, certain costs incurred throughout the course of your instruction will be charged on an as and when needed basis. These costs may include, but are not limited to such items as: a starter pack, sheet music, books, accompaniment track recordings, transposition of sheet music, rehearsal accompanist, performance accompanist, competition or

master class entry fees, time and travel for offsite rehearsals or performances. These items and any others that arise will be estimated to you in advance and will be billed for immediate payment.

VERO VOCE SCHOOL WILL PROVIDE FOR YOU repertoire to begin and as your knowledge and skill increases. Other materials will be provided as needed (see additional costs section above). In addition to the tangibles, you can also expect that we will provide you with a steady stream of valuable wisdom in a safe, comfortable and fun environment!

WHAT SHOULD YOU BRING TO YOUR LESSON?

First and foremost, bring a healthy, well-rested body and alert mind ready to work! This is one thing that can make the difference between a mediocre lesson and a fabulous one. Also very helpful is any feedback you can give us about your music, theatre or other arts experiences since your last lesson. As for materials, you should bring any specific music you would like to work on that day, plus any theory or other books from which we have been working. Please bring a pencil. Taking notes during lessons can greatly benefit your practice time at home and also makes a great record of your progress over a long period of time. You may bring a digital or cassette recorder if you wish to record your lesson. Listening to comments or suggestions recorded in your previous lesson can be very helpful as you are practicing throughout the week.

WHICH SPECIFIC MUSIC YOU WILL BE WORKING ON for private lessons depends largely on your personal goals, your musical tastes and desires, and your degree of versatility and proficiency. You are welcome to bring in any music on which you would like to work; together we will decide if it's a good piece for you in general and/or for your current level of proficiency. If there is a specific piece you would like to work on but have not located a copy of the printed music, please ask me if I have access to it.

CANCELLATIONS

For any number of reasons, it may occasionally be necessary for you to reschedule your private lesson on a given week. When such a need arises, it is best that you notify the studio as soon as possible to facilitate both finding you another time, and allowing someone else to use the allotted time. If you must cancel, even if you have exceeded the 24-hour time frame, please call the studio at (630) 965-0825. If and when a teacher is forced to cancel an appointment, the studio will notify you as far in advance as possible and will schedule a make-up lesson.

If a student misses 3 consecutive lessons without prior notification, I will no longer be able to reserve his/her allotted day or time.

If the month's payment was made and the student cancels permanently, mid-month, no refund will be given. Please give notification of permanent lesson cancellation at least 2 weeks prior to the beginning of a new month.

WHEN SHOULD YOU CANCEL DUE TO ILLNESS?

Certainly, if you are not feeling well enough to go out nor even do a fair amount of mental work, it is best to cancel. And most importantly, **if you are contagious – stay home!** But often, if you are simply battling a little head congestion, it can be a great time to learn more about breathing or theory, etc. Of course, the best guide is just to listen to what your body is telling you. Just please

remember – *no make-up for private lessons will be given for cancellations made with less than 24 hour notice except in case of emergencies.*

OUR PROFESSIONAL GOAL in working with you as a performer is to help you do anything you wish, by teaching and reinforcing habits that are healthy for you, while also giving you a solid base of general musical knowledge from which to grow.

We wish to work with you as you strive toward your own personal, technical and artistic goals, always bearing in mind and not sacrificing your vocal health and longevity.

We hope to create an environment in my studio, which is conducive to growth and learning; one in which you feel safe, comfortable, heard, acknowledged and respected as we work together.

We hope to foster your love of music and learning as I work with you for a long time to come.

Again – welcome! If you have a question or concern, please don't hesitate to share it with us. We appreciate being part of your process and look forward to working with you.

~Dawn Harkins
Owner & Teacher

Please sign and return this form

After reading each of the policies and procedures on page 3, please initial next to the subject headings below, sign and date.

_____ **SCHEDULING**

_____ **PAYMENT**

_____ **ADDITIONAL COSTS**

_____ **CANCELLATIONS**

I have read and understand the policies and procedure above and agree to adhere to them.

(Please print student name clearly)

Student Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____