



TSS Policy Sheet

Thank you for choosing Tara Simon Studios. To ensure a smooth start to a fun and professional learning environment, please read the policy agreement below, sign and return the signature portion at your next lesson. Feel free to contact us with any questions or concerns.

Lessons

1. To make sure that students get the most out of every lesson without distractions, we do not allow parents, friends or family members to observe lessons beyond the first session. 2. We currently do not allow “auditing” for any class or coaching session, whether group or private. 3. Be courteous to fellow parents and students. If you are a parent picking up your child, we ask that you arrive 5 minutes prior to the end of their session. We typically teach lessons consecutively throughout the day and are unable to sit with young children after their lesson is complete. If you are more than 5 minutes late to pick up your child for any reason, we reserve the right to charge your card on file \$15 for every 15 minutes you are late until you arrive. 4. Students must come prepared with their curriculum and all necessary materials (cd’s, sheet music, monologue, recorder, etc.). Failure to come prepared will result in a shortened or cancelled lesson, which will be charged to your account. 5. In the event that you are late to your lesson for any reason, your lesson start and end time will remain as scheduled. Coaches typically have back-to-back sessions and are unable to extend lessons due to tardiness. Loss time due to tardiness cannot be added to a future lesson so please make the effort to always be on time. 6. If you receive your lessons online, it is your responsibility to ensure that everything you need to properly connect with your coach online is set in place prior to your scheduled lesson time. We ask that you have a high-speed Internet connection and that you are directly connected to that internet source. Your lesson will not be rescheduled due to the discovery of last minute difficulty logging on, lack of internet connection, poor internet speed etc. Always be sure you are prepared well before your scheduled session. If you encounter issues prior to your lesson, please contact your coach immediately.

Payment

1. Payment is NEVER to be made directly to your coach. Monthly tuition is due IN FULL on the 1st of each month. We will keep a credit/debit card of your choosing on file and collect payment on the first of each month for the appropriate amount of lessons for that month. 2. If payment is not made IN FULL by the 7th of every month, a late fee of \$15.00 will be assessed to your account for EACH DAY that a balance remains. 3. If tuition has not been paid by the time your session is to take place, all services will be suspended until tuition is paid in full. You will forfeit any and all missed lessons as a result of the delinquency with no option to make up or reschedule. Clients are responsible for payment for missed or forfeited lessons 4. Gift certificates are honored for one year from the date of purchase. 5. On occasion there are 5 weeks in the month. During these months, students will receive a 5th lesson and be billed for the 5th lesson at the beginning of the month. If you wish to “skip” the 5th week of the month you may, provided that you have not used both of your “skips” for the year. (To read more on “Student Skips” please see Section 3 of the Rescheduling section). 6. We offer multiple performance opportunities for our students each year. There is a technical fee assessed to each performer who participates in the amount of \$80 to \$100 depending on the showcase. Students are encouraged, but not required to participate in performing.

Rescheduling

1. Always reschedule with your coach DIRECTLY. We offer a 24-hour rescheduling policy. If you fail to reschedule your lesson 24 hours in advance for ANY REASON (i.e. illness, car trouble, work conflicts, doctors appointments, school activities, etc.), you WILL be charged for the lesson or lessons with no option to reschedule. When given proper 24-hour notice, students are given 30 days from the date of the missed lesson to reschedule and attend their session. If you fail make up the lesson in 30 days, you lose the option to make up the rescheduled lesson with no option for a refund. 2. We reserve the right to assign a substitute coach for makeup lessons if your desired date/time does not fit into your instructor's schedule. We also reserve the right to assign a substitute coach if your regular coach is sick, or out of town at the desired time for the makeup lesson. 3. You are allowed 2 missed lessons or "skips" annually provided that your coach is notified by the 1st of the month. "Skips" are not permitted for use on a last minute basis. They are solely designed for the occurrence of the occasional 5th week in the month, family vacations, work obligations, school functions, holidays etc. Proper notice at the beginning of the month on or before the 1st must be given in order to take advantage of this privilege. 4. Tara Simon Studios closes 2 days prior Christmas, Christmas day, Thanksgiving day, Easter Sunday, and the day of July 4th. We are in full operation and expect students to attend lessons on all other days of the year. If you plan to be out of town or do not wish to take lessons around a particular holiday or special occasion, the utilization of one or both of your "skips" would be in order. In which case you must notify your coach at the beginning of the month on or before the 1st. 5. We do not offer refunds of any kind. If you have outstanding lessons, we are happy to make sure you receive what is due to you provided your lessons are within the 30 days of the original missed lesson date. 6. We do not "roll over" or "credit" missed lessons. Each month has 4 (sometimes 5) lesson weeks. If allowed absences have occurred and 24-hours notice has been given, those lessons will be made up, not credited to the following month. 7. In the event that you choose to suspend or discontinue your training at TSS, we require written notice by the 15th of the current month in order to remove your account from our auto pay system. If proper notice is not given, your account will be automatically charged for the full amount of the following month. Thereafter, you will be processed out of our system. For example, a student wishing to discontinue effective May 1st must give TSS written notice expressing those wishes by midnight of April 15th. If notice is given on April 16th or later, the full amount of tuition for May WILL be charged to the students account with no option for a refund.

I have read and agree to all of the above and will comply accordingly and entirely with the policies of Tara Simon Studios.

Your Legal Name: _____

Your Email Address: _____

Signature: _____ Date: _____