

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 digitally** or in person. Feel free to contact us with any questions or concerns. We can't wait to get you started!

Digital Lessons at TSS:

***If you are receiving lessons ONLINE at TSS, please carefully read below and sign at the bottom.**

Online Logistics

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 require that you have a high-speed Internet connection and that you are directly connected to that Internet source. Your lessons will not be rescheduled or extended due to the discovery of last-minute difficulties logging on, lack of internet, poor internet connectivity etc. Always be sure you are prepared for your scheduled session. If you encounter issues, please contact your coach immediately.

To ensure that our students receive the most out of every lesson without distractions, we do not allow parents, friends, or family members to observe lessons beyond the first introductory session. We do not allow "auditing" for any class or coaching session (group or private session). Please 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 your child's lesson.

Payment

Payment questions of any kind should never be discussed with your coach directly.

Coaches at our studio are **ONLY** responsible for conducting sessions and scheduling/rescheduling sessions. This keeps their focus where it should be-on providing the very best training in the industry to you. Billing issues, tuition questions, fees, cancelling sessions, pricing questions and concerns **must only** be directed to our studio administration. For any of these related questions, you are to call the office at (404) 437-7919 or email info@tarasimonstudios.com and we will be happy to answer your questions and assist you. Monthly tuition is always due IN FULL on the 1st of each month. A credit/debit card of your choosing will be kept on file and will be auto drafted on the first of each month for the appropriate amount each month. If payment is not made in FULL by the 1st of every month, a late fee of \$15.00 PER DAY will be assessed to your account in addition to your original outstanding balance until the balance (including late fees) are paid in full. If tuition has not been paid by the time your session is to take place, your services will be suspended until tuition is paid in full. In the meantime, **you will forfeit** any and all missed lessons as a result of delinquency with no option to make up or reschedule the missed lessons due to lack of payment. You are still responsible for payment of ALL lessons missed. For example: If you have a lesson on the 2nd and a lesson on the 8th, and you make a late payment on the 9th, you are responsible for the full month of tuition (including the missed lessons on the 2nd and the 8th, as well as a \$120 late fee for

lack of payment from the 2nd to the 9th). You will not be permitted to receive lessons until after the 9th, and the lessons paid for on the 2nd and the 8th are ineligible to be made up at any point.

Gift Certificates

Gift certificates may be purchased in packs of 4 or more. You may purchase Gift Certificate sessions for yourself or someone else. We honor Gift Certificate sessions for 6 months from the date of purchase.

Showcase and Performance Opportunities

We offer multiple performance opportunities for our students each year. There is a technical fee assessed to each performer who chooses to participate. You will be notified of the fee amount prior to being charged and will only be charged if you have agreed that you would like to participate. The price is dependent on the particular showcase and may vary. Students are encouraged, but not required to perform.

Rescheduling

ALWAYS reschedule with your coach DIRECTLY. Please do not call or email the studio for anything scheduling/rescheduling related. You are allowed a maximum of 6 makeups per calendar year, and a maximum of 1 makeup per month (which over time cannot exceed the maximum amount of 6 makeups per year). We enforce a 24 hour rescheduling policy. All students must give their coach a full 24 hours notice if they are unable to attend their upcoming lesson in order for that lesson to be eligible for a makeup. If proper notice is given, students are given 30 days from the date of the missed lesson to reschedule and attend their makeup session. If you fail to make up the lesson within 30 days, you forfeit the option to make up the rescheduled lesson(s) and will not be refunded. If you fail to give your coach notice that you cannot attend your lesson a full 24 hours in advance for ANY REASON (ex. Your lesson time is Monday at 5pm and you give notice on Sunday at 5:30pm) you will not be refunded for the lesson(s) and no option to reschedule the missed lesson will be offered. The reasons for missing lessons do not matter. This includes but is not limited to: illness, car trouble, traffic, work conflicts, doctor appointments, school activities, travel, etc.

Substitute Coaches

We reserve the right to assign a substitute coach for makeup lessons if your desired makeup date and time does not fit into your coach's schedule. We also reserve the right to assign a substitute coach if your coach is unable to coach a regularly scheduled lesson so that you can continue your training uninterrupted.

HOLIDAYS OBSERVED

Tara Simon Studios closes December 24th and 25th, New Year's Eve, New Year's Day, Thanksgiving Day, Easter Sunday and July 4th. We are in full operation every other day of the year and expect students to attend lessons on all other days of the year.

Refunds

We do not offer refunds of any kind. There are NO exceptions. 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 and you are in compliance with our rescheduling policies. We do not “roll over” or “credit” missed lessons to the following month. If allowed absences have occurred and a full 24-hour notice has been given, those make up lessons will be made up in addition to the following month’s scheduled lessons. **We will not credit them in place of future lessons**, rather will give those lessons in addition to your regularly scheduled lessons.

Discontinuing Your Lessons

In the event that you choose to suspend or discontinue your training at TSS, we require written notice to be emailed to info@tarasimonstudios.com **on or before midnight of the 15th of the current month** in order to remove your account from our merchant processor’s auto pay system. If proper notice is not given, your account **will still be charged** tuition for the full amount of one additional month. You will then be processed out of our system and all future charges will cease. For example, a student wishing to discontinue effective May 1st MUST give written notice to info@tarasimonstudios.com expressing those wishes by midnight of April 15th. If notice is given April 16th or later, the full amount of tuition for May will be charged on May 1st to your account with no option for a refund. There are no exceptions to this policy. If you miss the cut off, it is missed.

In-Person Lessons at TSS

***If you are receiving in-person lessons at TSS, please carefully read below and sign at the bottom.**

To ensure that students receive the most out of every lesson without distractions, we do not allow parents, friends, or family members to observe lessons beyond the first introductory session. We do not allow “auditing” for any class or coaching session (group or private session). Please 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 his /her session. If you arrive more than 5 minutes late to pick up your child for any reason, we reserve the right to charge your account \$15 per 15 minutes that you are late until you arrive. Students must come prepared with their assignments/curriculum and all necessary materials (cd’s, sheet music, monologues, lyric print outs, recording device, props, etc.) they have been instructed by their coaches to bring. **Failure to come prepared may result in a shortened or cancelled lesson** at the coach’s discretion, for which you will not be refunded. In the event that you are late to your lesson for any reason (traffic, appointment, school, sickness, technical difficulties, poor internet connection etc.,) your lesson start and end times will remain as scheduled. Our coaches conduct back-to-back sessions and are unable to extend lessons due to tardiness of any kind for any reason. In addition, lost time due to tardiness cannot and will not be added to future sessions. Please make your best effort to always be early or right on time. If you are taking lessons in person, upon arrival, the student receiving the lesson must sign into the iPad for every lesson he or she attends.

Inclement Weather

For students coming to lessons in person: If there is inclement weather, you will be notified if we are closed under an extenuating circumstance. If you do not hear from us, it is because we are still open and expect to see you for your lesson. If you do not feel comfortable coming to us in person, you may always opt to stay home and receive your lesson online via Skype to avoid forfeiting your lesson.

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I have read the policies of Tara Simon Studios in their entirety and agree to all of the above. I will comply accordingly with the policies and procedures of Tara Simon Studios.

PRINTED NAME

SIGNATURE

Date