



GENERAL STUDIO POLICY

This policy covers the relationship between students, parents, adult students, teachers, and Sound Studios Olympia and is meant to provide a guideline of expectations both for the families and the studio.

Once you have registered at SSO you have an account with mymusicstaff.com through SSO. Please be sure to set up a password right away. If for any reason you find that you cannot log in, please use the “forgot password” option or email info@ssoly.org to get your account fixed. *Do not try to create a new account as it will assume you are a teacher trying to use mymusicstaff.com like SSO does, to manage a teaching studio.*

Tuition

Tuition at SSO is considered to be the charge for reserving a timeslot at SSO or online with one of the teachers at SSO, and not charges for individual lessons. Tuition is billed at a flat monthly rate and remains the same no matter how many lessons are actually taken during the month. The only exception to this is that the first month may be prorated if a new student starts lessons part way through the month and receives fewer than 4 lessons. SSO does not refund or discount for planned absences.

Due Date: Payment for lessons is due on the 27th of each month in prepayment for the following month. There is a \$25 late payment fee added for late payments. This fee is automatically applied and *cannot be waived or reversed for any reason.* Please plan to log into your account and check on billing. You can email info@ssoly.org to get clarification on anything you have questions about.

Tuition will be billed in full upon registration and then payments will be taken based on the schedule agreed to.

Auto-pay will be run on the 27th of each month.

Registration

Students must be registered with SSO *prior* to their first lesson with any teacher at SSO. Registration must be done through the online form at www.ssoly.org/register. Students may sign up for Monthly, Quarterly, Semi-Annually, 9 Month, or Annual registrations, however 9 Month and Annual are only available each September.

SSOs year is broken up into 4 quarters: September-November, December-February, March-May, and June-August.

Attendance

Students are expected to attend every lesson. Please plan to arrive a little early for your lesson, however, understand that your lesson time slot begins at the scheduled time and not earlier. *Please do not ask to start the lesson early if you see the instructor is not currently with a student, and do not enter the studio early unless invited to do so.*

If a student arrives late for their lesson, that lesson will still end at the regularly scheduled time. Please do not ask the teacher to extend the end of the lesson even if they do not have a student after you.

Please take care of all business with the instructor during your regularly scheduled lessons.

Practice

Students are expected to practice between lessons. Please log your practice using the online practice log.

Cancelations and Make Up Lessons

SSO offers make-up lessons for canceled lessons under most circumstances. *Lessons should always be canceled through the online calendar.* Cancelations which give SSO more than 24hrs notice will automatically create a make-up

lesson credit. Less than 24hrs' notice will require a credit to be manually created and must have a reason included in the cancellation. Less than 1 hour notice will not be granted a make-up credit. Exceptions to these policies will be granted on a case-by-case basis for things like emergencies.

It is the responsibility of the students/families/parents to schedule make-up lessons with your teacher. The teacher may try to work out a make-up lesson schedule with you, but they are not expected to reach out to you to try to schedule it. Please take the time during one of your regular lessons to work out a make-up lesson schedule/plan with your instructor. **Make up lesson credits will expire 3 months after they were created.**

Make up lesson credits must be used while the student is still enrolled and paying for ongoing lessons. This means that make up lesson credits may only be used in a month which has been paid for. If the student quits in May, they cannot then schedule all of their built up make up lesson credits to be used in June. There are no exceptions to this policy.

Enrollment

Students are considered "unenrolled" when any month is not paid for.

Security

Students under 18 years of age must have a profile picture of their face posted on their account. Parents/guardians must have all of the contact details and information up to date on their profile which includes at least one mobile phone number. Multiple adults can be added as contacts for any student. You may upload your own image as long as it is a recent and clear image of the student's face. Otherwise, we will be happy to take a photo for you.

Parents are always permitted to sit in the studio for their students' lessons.

Vacations

SSO offers 48 lessons per year and has set up an online calendar to cover those. This comes to 12 lessons each quarter. You can log in and view the calendar at any time to check your schedule.

This means that SSO has 4 weeks of planned vacation/absences for every student. These align with Thanksgiving, Christmas, Spring Break, and July 4th. Individual teachers may adjust their own schedule with their students to make the weeks off different than what SSO has set aside and will discuss those alternatives with you as needed. It is best to always log in and view the calendar to plan ahead.

These vacation days do not need to be made up at a later date and are not considered cancelations. They are assumed in SSO's billing. If a teacher schedules more than one week off in a quarter, they will offer to make up the 2nd one or set up a substitute teacher.

Summer Term

SSO is in full and normal operation during the summer quarter (June-Aug). All extended time off during the summer in which you want billing to be paused will require filling out the discontinuation form (more on that below), which can be filled out at any time in advance. At that time, you may choose to buy a set of lessons for the summer without committing to the entire summer. This will be a package of lessons that you can schedule with the teacher through the summer. This must be taken care of before June 1st. After June 1st SSO will bill the full monthly rate for anyone wanting lessons in the summer.

Performances

SSO offers several opportunities to perform each year including 2 major recital events in the Spring and Fall. Students are invited to participate but they are all always completely voluntary. The large recitals in the Spring and Fall are open to every student at SSO to play anything they want or can play, no matter what level, so please try to participate in at least those two. SSO does not ever charge students any fees to participate in recitals.

Discontinuing Lessons Or Taking A Break (Pausing Billing)

Please fill out the form at www.ssoly.org/discontinue to let us know that you will be discontinuing or taking a break from lessons. This is required for billing to be stopped or paused. **Without this form being on file the billing will**

continue. Discontinuing lessons means quitting with no intention to return. If a student is planning to take an extended amount of time off and does not want to schedule make up lessons, please use the form at www.ssoly.org/takeabreak, however, please keep in mind that SSO bills based on the entire month so taking time off starting halfway through a month and then resuming halfway through the next will not be prorated. You would need to discontinue for 2 months or work with your instructor to reschedule 2 of the weeks then discontinue for 1 month or try to reschedule the other 2 weeks at a later date and not discontinue at all.

Your lesson time slot is not reserved if you take time off. SSO will consider your lesson time as available for new students if you unenroll even if you say you will come back. The only way to maintain a time slot is to continue to pay for it. Always keep in mind that you can cancel lessons far in advance and then schedule the make up lessons at your convenience. If you know you will take 6 weeks off in the summer you can work with your teacher and SSO admin to schedule 6 make up lessons over the course of the whole year so that you can just take those weeks off without having lost anything, instead of discontinuing for the summer.

What you can expect from SSO

The instructors will maintain a friendly learning environment and will encourage students to grow and achieve their goals. Teachers will be on time (with allowances for a few late starts as we are all only human), prepared, knowledgeable, and focused. They will keep an accurate attendance record and will assign practice material each week.

Thank you for taking your journey in music with Sound Studios Olympia. We look forward to working with you.

Our mission is to offer the best in music education for students through an environment of creativity and collaboration, with an emphasis on performing.

Nondiscrimination Policy:

SOUND STUDIOS OLYMPIA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, admission of students, selection of instructors, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all students, instructors, staff, volunteers, subcontractors, vendors, and clients.

RE-REGISTRATION FOR RETURNING/CONTINUING STUDENTS

Below you will choose how long you want your registration term to last and then what your billing frequency will be. You can choose an annual registration fee then opt for billing to occur monthly, for example.

Please choose your desired registration term:

- Annual \$60 (Sep-Aug Only)
- 9 Months \$50 (Sep-May Only)
- 1 Quarter \$21 (Sep-Nov, Dec-Feb, Mar-May, Jun-Aug Only)
- 1 Month \$9

Please choose your desired billing option:

- Month-to-month
- Quarterly* (Sep-Nov, Dec-Feb, Mar-May, Jun-Aug Only)
- 6 Months Up Front* (1 free lesson) (Sep-Feb, Mar-Aug Only)
- 9 Months Up Front* (1/2 off one month) (Sep-May Only)
- 12 Months Up Front* (1 free month) (Sep-Aug Only)

**Payments taken for multiple months paid upfront cannot be refunded if the student discontinues before the end of the agreed upon term. Exceptions to this policy will be granted on a case-by-case basis and are not guaranteed.*

Student Name: _____

Parent Name: _____

Parent Email: _____

Parent Phone: _____

Instrument(s): _____

Teacher(s): _____

