



## **McNeil Voice Studio Policies**

**Payment:** There are two ways to pay for your lessons. You can do **flex/drop-in rates** or pay **a monthly subscription**. Flex/drop in rates allow more flexibility but subscriptions are going to save you more money.

**Flex/Drop-In Rates:** **Pay \$25/30 min or \$55/60 min before each class.** Flex/Drop-In rates require a **registration/recital fee of \$50 due at consultation.**

**Subscription Rates:** **Pay \$85/month for 30 min lessons or \$195/month for 60 min lessons. No registration/recital fee. \*Some specialty subscriptions have registration fees.** Students will receive an invoice at the beginning of the month which can be paid online or by check/cash in person. Tuition is paid in advance for all MVS lessons. Your tuition reserves you a weekly time slot and membership within the studio. The time of your lesson has been reserved and is unavailable to any other student. The teacher is also committed to instruct at that time. Therefore, tuition is neither reduced nor refunded due to missed lessons by the student.

It should be clearly understood that although the tuition is paid monthly, it is not calculated by the weekly lesson. Your monthly tuition rate is the same each month even though some months will have 5 lessons and others as few as 3. Holiday closures have been calculated into the monthly tuition rate. Tuition is based on enrollment. Not attendance. MVS offers open enrollment so you may register for lessons at any time. If a student begins lessons in the middle of the month we will prorate for the number of lessons remaining before the beginning of the first full month. The first payment will be charged on the first day of lessons. All remaining payments will be charged on the 2nd day of the month thereafter.

The tuition and registration fees are non-refundable and non-transferable. Students who fall two months behind or more on payments will not be allowed to participate in lessons until the past due amount is paid in full.

**Late Fee:** MVS has a late payment fee policy of \$25 per student. **If tuition payments are not received by the seventh day of the month it is considered late and the fee will automatically be applied, no exceptions.**

**Collection Fees and Interest Charges:** All checks returned because of insufficient funds, the account was closed, or for any other reason may be subject to the following fees and interest charges:

- Returned checks in the amount of \$200.00 or less will be subject to a \$25.00 insufficient funds fee.

**Dismissal:** MVS reserves the right to dismiss any student due to frequent absences, disciplinary problems, overdue tuition payments and/or parental noncompliance with MVS policies.

**Lesson times and requirements for punctuality:** Students are expected to be on time for their lessons so as to not disturb the following lesson.



**Scheduling of lessons:** All lessons will be scheduled with the teacher in the initial start up of lessons. Any further schedule changes can be arranged later.

**24-Hour Cancellation or Make-Up Lesson Policy:** If a student wishes to cancel a lesson, they must notify the instructor by 9 pm the night before. Email: [Maria@mcneilmusiccenter.com](mailto:Maria@mcneilmusiccenter.com) or text 617-529-9235 to reschedule. The parties will work together to reschedule any missed lessons at a mutually convenient time. Make up lessons must be scheduled within the month or the lesson will be forfeited.

**Tardy Arrival:** Students arriving late will not have their lesson time extended.

**Student Illness:** No students should attend lessons when sick (ie fever, nausea, vomiting, etc). MVS reserves the right to dismiss a student from a scheduled lesson if the student arrives at that lesson exhibiting possible symptoms of illness. In this case, a make-up lesson will not be offered.

**Instructor Absences:** In the event of an instructor absence, the studio reserves the right to provide a qualified substitute or schedule a timely make-up session for lessons missed.

**Inclement Weather Policy:** To ensure proper operations and education at McNeil Voice Studio, snow days must be made up by the end of the month in person or via Zoom or funds will be forfeited. Snow cancellations will be listed on my teacher Facebook page. Please make sure you follow Maria McNeil-Voice Teacher on Facebook .

**Student Drop-off:** When bringing your child to music lessons, make sure your child makes it to their lesson and the teacher is present. Do not drop your child off in the parking lot or leave them unattended. MVS is not responsible for unattended children.

**Child Safety:** To ensure your child's safety, children will not be allowed to wait in the reception area unattended. Please do not drop off students more than 10 minutes prior to lesson time and pick them up promptly. MVS and staff do not supervise children waiting in the reception area before and/or after classes/lessons.

**Release:** Any photographs, audio or videos of students or families on MVS facilities and/or events may be used in promotional publications, the MVS website or press releases. There will be no compensation for the release.

**The teacher's expectations for practice and lesson preparation:** Students should follow teacher recommendations with an understanding that practice will allow progress. It is the student's responsibility to make sure they have a clear understanding of how to practice and what needs to be prepared for each class.

**Materials:** Students must bring a folder or binder for handouts and sheet music. Voice students are required to bring water and a notebook for lesson notes.

**Withdrawal Policy:** There is no long-term contract. To discontinue lessons **please notify MVS in writing at least 2 weeks prior to your last lesson.**



**Studio Communication:** There are many great ways to stay informed regarding studio news and events!

**Website:** Visit [mcneilvoicestudio.com](http://mcneilvoicestudio.com) to learn more about maria and her other projects.

**Facebook Page:** Students and parents are welcome to follow me on my facebook page. "Liking" this page allows students and guardians to stay up to date on studio events and weather related closures.

**Facebook Group:** Join the **MVS Student Squad!** This group is for all my private past and present students. It's a place where I'll be leading free monthly vocal workouts, resources for singers and singer/songwriters and it's a place where you can interact in a warm and loving community. Oh! And there will be monthly giveaways.

**Monthly MVS Newsletter:** Please watch for the monthly newsletter and other occasional emails, which will arrive in your email inbox. The newsletter will feature practice tips, recognize student achievements, and announce the dates of studio events.

**Studio Events:** MVS has many opportunities for performing throughout the year. Along with a group winter and spring recital, I like to encourage my students to perform at other local events.

**Working with other teachers:** You should be careful of teachers that say they "know it all". In my studio I encourage working with other instructors who specialize in a certain style or technique. When studying with me, I can help you build this team of teachers and coaches. It is very normal for students to be working with more than one teacher and coach. As long as there is good communication between the student and primary teacher, working with multiple teachers can be very rewarding for all parties.

**COVID-19 Procedures:** In an effort to follow the Governor's recommendation of social distancing, please wear a mask into the music center for in person lessons. Students will be provided with face shields during class and stand 6ft away from me with plexiglas between us. After class the designated face shield will be sanitized and placed on a drying rack until the student's next lesson. To make sure I am providing the best and safest experience, there will be times when all lessons will need to move back to virtual lessons. Please make sure my email address is saved in your primary inbox to avoid lost emails going to spam.

**The MVS VIBE & Promise:** The MVS VIBE is the idea that when you enter my studio you will be in the presence of positive energy. By becoming an MVS student you also agree to take part in this positivity. I do not partake in teacher bashing nor do I criticize my fellow colleagues. If students come to me with a negative experience, my job is to focus on building a new positive relationship. No musician or teacher is alike and we all have a unique musical journey. The best artists and teachers come from an atmosphere that is free of putting others down. Let us all create an environment that is rich for learning and being the best we can be as artists, musicians and human beings.