



REDBIRD

cello studio

Studio Policy

Welcome to Redbird Cello Studio. We are delighted to have you. The purpose of this policy is to ensure that all students, families and teacher are treated fairly, and that we all understand each other. Clear communication is valued at Redbird. Please review this Studio Policy as it sets out the rules that the studio has established to make the learning experience beneficial for all. These rules are part of the contract you have with Redbird Cello Studio. While there may be rare occasions that necessitate an exception to these rules, we reserve the right to determine when to grant any such exception.

Lesson formats:

The following are lesson policies for Redbird Cello Studio when in-person instruction is able to resume safely. See page 5 for information about lesson policies during the COVID-19 pandemic:

Students may choose to take lessons in-person or virtually. Both options have in-person requirements and virtual assignments. Time spent with the teacher either in-person or online is referred to in this policy as “synchronous”. Tasks completed by the student without the teacher physically present in the room or live on Zoom are referred to in this policy as “asynchronous”.

Option 1: In-person lessons

Lessons will be given at 301 E Market Street in Charlottesville for the first 4 lessons of every month. For months that have 5 lessons scheduled, the 5th lesson will be virtual. 5th week lessons are not optional and are included in the **Make Up, Refund and Reschedule**, which is detailed on page 2. Students are given asynchronous assignments to complete in addition to their regular practice each week and are expected to complete them.

Option 2: Virtual lessons

Students attend lessons online through Zoom for the first 4 lessons of each month. If there is a 5th lesson scheduled, the 5th lesson will be in-person at Redbird Cello Studio, 301 E Market Street in Charlottesville. 5th week lessons are not optional and are included in the **Make Up, Refund and Reschedule**, which is detailed on page 2. Students are given asynchronous assignments to complete in addition to their regular practice each week and are expected to complete them. Students are expected to have a reliable internet connection, to set up in a way that the teacher can see their entire bow and left hand, facing the camera. Students are expected to be able to be in a reasonably quiet, distraction-free place. Students are expected to update their Zoom settings and technology as requested by the teacher in a timely manner. Students will be expected to complete asynchronous assignments each week in addition to their regular practice. If the teacher feels that the student would be better served in-person, or if technological requirements are not being met, Redbird Cello Studio reserves the right to terminate virtual lessons with the student and request that they move to in-person lessons (see Option 1). Students who live within 60 miles of Redbird Cello Studio must come for in-person lessons at least once every semester and once in the summer. Virtual students, regardless of their home location, are still expected to fulfill performance requirements (see **Performance Policy** on page 3)



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Payment Terms:

Members are billed monthly according to the length and number of synchronous lessons. Members of Redbird who start lessons after April 1st of 2021 will pay the following fees:

- Tier 1 – 60 minutes synchronous time weekly - \$65
- Tier 2 – 45 minutes synchronous time weekly - \$50
- Tier 3 – 30 minutes synchronous time weekly - \$35

Students who began taking lessons prior to April 1st, 2021 are grandfathered into their current fee schedule. If you are one of those students, please see your amended fee schedule attached to this policy.

Tuition is due on the first of the month for the entirety of that month. Alternately, members may pay tuition on a semester basis. Semester payment is due September 1st for all lessons from September through December, and on January 1st for all lessons January through May. Summer lessons payment is due for all students for lessons June through August on June 1st. An itemized invoice will be sent to each student or family at least 5 days in advance of due payment. The student is expected to review the invoice before paying, and any errors or changes made after payment is submitted will be corrected and itemized on the statement for the following month.

Payments not made by the 7th of the month will incur a late fee of \$15. Payments not made by the 15th of the month will incur an additional late fee of \$25.

There is a \$50 fee on all returned checks. The return check fee plus the original payment must be received by the studio before any further lessons will be provided. A personal check will not be accepted as repayment for a returned check. Checks must be made payable to Redbird Cello Studio or they will not be accepted and late fees will apply as scheduled.

Make-up, Reschedule and Refund Policy:

Students are expected to make every effort to come to their lesson. If a student is unable to physically be present for a lesson or has cold, allergy or COVID-19 symptoms where staying home is safest but the student is able to learn, a virtual lesson will take the place of their in-person lesson. Students may reschedule their in-person or virtual lesson if slots are available, but the teacher is not obligated to create a slot for the student. If a student cancels a lesson with at least 24 hours advanced notice, the student will either not be charged for the lesson or the payment for that lesson will be credited to the following month. Students can cancel up to 3 lessons per school year. Students will be charged for further cancelations. If a student does not provide 24 hours advance notice or has reached their 3 cancelation limit for the year, the teacher will provide the student with additional asynchronous material in place of their lesson that week, but Redbird Cello Studio is not obligated to create content equal to the synchronous lesson length.



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There are no lessons on Christmas or Christmas Eve. Students who celebrate other religious or ethnic holidays can take additional holidays if it is communicated with the teacher at least 24 hours in advance. Non-religious or ethnic holidays such as Memorial Day, Labor Day and Halloween are lesson days. Students who intend to take off for non-religious or ethnic holidays will not have those absences counted toward their 3 cancelations for the school year if 24 hours advance notice is provided.

Teacher Absences

Illness or other emergencies may arise which prevent the teacher from offering a lesson at a scheduled time. If the teacher is unable to provide a scheduled lesson due to illness or other reasons, make-up lessons will be scheduled at a time when the student and teacher are available, or the lesson will be offered online. If the teacher and student are unable to make up the lesson, the teacher will credit the lesson back to the student the following month. Teacher vacation time will be communicated at least one month in advance. If the teacher cannot be physically present for lessons but is able to continue giving lessons virtually, students will be expected to attend their regularly scheduled lessons virtually. If the teacher is away for 14 consecutive days without the ability to provide virtual lessons for students, a qualified substitute teacher will offer lessons at Redbird or online.

Additional Fees

Lesson materials such as books, software subscriptions, digital sheet music, etc. may be purchased for the student by the teacher. In these instances, the charges for these items will appear on the student's invoice.

Performance and rehearsal costs include but are not limited to accompaniment fees, competition entry fees, use of space fees and RCM exam fees. Students may pay these fees directly to these individuals or organizations, or the teacher may pay these fees on behalf of the student and include a charge for reimbursement of these fees in the invoice.

Any additional fees for materials or performance/rehearsal costs over \$25 each will be communicated with students and families in advance to be approved or denied before added to the invoice.

Performance Policy

Each student is expected to do 2 public performances per year, as solo performer or chamber musician. Orchestral performances are wonderful, but do not fulfill this requirement. It is encouraged that students do an adjudicated event at least once per year. At least 4 performance opportunities and 2 adjudicated event opportunities will be provided to students to accommodate this requirement.

Punctuality

There are five minutes scheduled between each lesson. Students are expected to arrive 5 minutes prior to the start time of their lesson so they can begin unpacking and be ready to begin their lesson at



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its start time. If the student arrives while there is still a lesson going on, they may begin unpacking outside the lesson room. A tardy student may only be given only the time remaining in the student's scheduled lesson period. Students are expected to bring their books and sheet music, a rock stop, their bow and rosin along with their cello to each lesson. Parents should pick up students as soon as the lesson is over.

Food and Drink

Food and drink, other than water, are not permitted in the lesson studio or inside the building. Students should not chew gum during their lesson.

Practice Expectations

Students are expected to have a regular practice routine. They should have a plan to practice every day – before bed, after breakfast, before work. This way, when students encounter the inevitable obstacles that come up each week (choir concert night, sleepover with friends, extra work shift) the student will have had at least 4-5 days of practice. Beginner student should be practicing 10 minutes/day at the start of lessons, but by the end of their 2nd month should be practicing for 20 minutes. By the end of the first year, students should be practicing half an hour each day. Intermediate students should practice at least 45 minutes a day, and advanced students should spend at least an hour. In times of undue stress – finals week, in-laws are visiting, tech week for the school musical – this time period can be reduced as little as 10 minutes/day of warm-up exercises to avoid the loss of practice habit.

Practice routines falter for everyone at one time or another. When students fall out of practice, the teacher and the student will talk about it and try to find something that works for them, starting with their feelings about cello and their goals, and then coming up with what obstacles they may be encountering. The teacher will discuss these conversations with minor students' parents.

Parent Attendance at Lessons

Parents are able to attend lessons or to quietly observe online lessons if they choose. Parents may also sit outside the lesson room where they will be able to hear everything happening inside the room without being visibly present. Please remember that 301 E Market Street is home to other businesses, and we want to be respectful of their quiet and their space. If sitting outside lessons before 6pm on a weekday, please be quiet and respectful of other businesses.

Parking

Parking is available after 6pm on the street in front of Redbird Cello Studio. There is 2 hour parking all times between Redbird and the library on 2nd street, as well as spaces on the surrounding blocks. On busy downtown days where parking is scarce, it is recommended that people park in the Market Street parking garage, which has free parking for under an hour, and \$1 parking for an hour and a half. Please allow yourself extra time to find parking.



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Access

Redbird Cello Studio is in a high traffic business area. It is recommended that parents accompany their children to and from their lesson. Redbird Cello Studio is not responsible for any injuries or accidents outside of the studio area.

Photos, Video, and Social Media

Redbird Cello Studio may post photos and video clips of students, lessons and recitals on their website or social media accounts. If you do not want your/your child's photos or videos posted, please let the studio know in writing.

COVID-19 Policy

Redbird values the health and safety of its students and the greater community. Redbird Cello Studio reserves the right to hold all lessons online until it is equipped to allow a safe return for students. Redbird Cello Studio also reserves the right to require that students who return in person provide proof of vaccination and to deny requests for in-person lessons to those who do not provide a record of vaccination from COVID-19. In that instance, religious exemptions are protected under law. Redbird Cello Studio reserves the right to allow students who do not provide proof of vaccination back in-person when it is safe to do so with different requirements and parameters that are different than those who have shown proof of vaccination. All students will wear masks and follow CDC guidelines while at Redbird Cello Studio as long as it is necessary. Redbird Cello Studio reserves the right to require that people who cannot wear masks for medical or other reasons remain in online instruction. Redbird Cello Studio sincerely hopes that everyone can come in for lessons as they like as soon as possible, and as of March 10th 2021, has not made any decisions on whether or not vaccination will be required before returning in-person.