



# 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:

Students may choose to take lessons in-person or virtually. Both options may 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”.

Students taking in-person lessons may do so at 301 East Market Street in Charlottesville or at Orbital Music Park in Richmond, Virginia. Students who take in-person lessons may be asked to switch to a virtual lesson for a variety of reasons such as inclement weather or other issue that keeps the teacher or student away from the lesson location, symptoms of mild illness or quarantine obligations. In those cases, the lesson will occur at the scheduled time online. These lessons are not optional. Please see **Make Up, Refund and Reschedule** detailed on page 2. Exceptions will only be made for students who do not have general access to internet or computers due to financial burdens or disability on a case-by-case basis. In-person students may switch to an online lesson from an in-person lesson with at least 2 hours advance notice. In these cases the student is subject to **Make Up, Refund and Reschedule** requirements detailed on page 2.

Students may attend lessons online through Zoom. Students who take 20% or more of lessons online 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 and to be facing the camera. They are also required to be able to attend lessons 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. 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. Students who live within 60 miles of Redbird Cello Studio may be required to come for in-person lessons 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)

Students may be given virtual asynchronous assignments to complete in addition to their regular practice each week and are expected to complete them.



# REDBIRD

cello studio

## Studio Policy

### **Payment Terms:**

Members are billed monthly according to the length and number of synchronous lessons. Members of Redbird who start lessons after April 1<sup>st</sup> 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 1<sup>st</sup>, 2021 will remain on their current fee schedule. If you are one of those students, please see your amended fee schedule attached to this policy.

Tier 3 is meant for beginners or those new to lessons only. Students who are taking lessons longer than a year should move to Tier 2 or Tier 3.

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 August 15<sup>th</sup> for all lessons from September through December, and on January 1<sup>st</sup> for all lessons January through May. Summer lessons payment is due for all students for lessons June through August on June 1<sup>st</sup>. September lesson payment is due on August 15<sup>th</sup>. 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 7<sup>th</sup> of the month will incur a late fee of \$15. Payments not made by the 15<sup>th</sup> of the month will incur an additional late fee of \$25. Payments not made by the 25<sup>th</sup> of the month will result in suspension of lessons for the following month until payment is made. If payment is not made by the end of the following month, students will be discharged from Redbird Cello Studio and are ineligible to become a studio member in the future.

Payments can be made by any electronic method in addition to the method attached to the electronic invoice that is accessible to both parties, possibly including but not limited to Venmo, PayPal, Zelle, Google Pay and Apple Pay. Payments in cash or check can also be made in-person or mailed to Redbird Cello Studio.

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 still able to learn, a virtual lesson will take the place of their in-person lesson.



# REDBIRD

cello studio

## Studio Policy

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, Redbird Cello Studio will strive to provide the student with additional asynchronous material in place of their lesson, but Redbird Cello Studio is not obligated to create content equal to the synchronous lesson length.

There are no lessons on Thanksgiving, 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 in some cases, 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.



# REDBIRD

cello studio

## Studio Policy

### **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.

### **Communication**

Redbird Cello Studio uses two methods of communication to parents and students: a newsletter sent in email from Mailchimp and the communication platform Remind.

The newsletter will contain important information about upcoming events and updates about the Redbird community. Newsletters with important and time sensitive information will be linked in Remind and are on the website homepage, [redbirdcello.com](http://redbirdcello.com). At least one family member must be subscribed to the newsletter and all studio members are encouraged to read each issue.

Remind is a system of communication most often used in schools to communicate to large groups with the same message. While group chats can be created in Remind, messages are generally sent to individuals and replies are sent directly to the person that sent them, not to the rest of the recipients. Users can choose to receive messages from Remind via text, email or app notification. Remind is a safe way for teachers to communicate with minor students that makes it easy for parents to monitor. Students over the age of 13 are encouraged to be a part of the Remind system and at least one responsible family member of a school-aged student is required to be a part of the Remind system. Adult students are required to be a part of the Remind system.

Redbird Cello Studio is responsible for communicating information about policy and studio changes, scheduling and events and will do so through the newsletter and/or Remind. The student and/or the parent or guardian responsible for the student is responsible for reading communications in a timely manner and making sure they understand them. Redbird is not obligated to reach out individually to any studio member or family member to be sure they have received any pertinent information.

### **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 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 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.



# REDBIRD

cello studio

## Studio Policy

### **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 2<sup>nd</sup> 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, family is 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 a minor students' parents.

### **Parent Attendance at Lessons**

Parents may attend lessons or 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**

At Redbird in Charlottesville, parking is available after 6pm on the street in front of Redbird Cello Studio. There are 2-hour parking spots between Redbird and the library on 2<sup>nd</sup> 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. Please allow yourself extra time to find parking.

### **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.



# REDBIRD

cello studio

## Studio Policy

### **Photos, Video, and Social Media**

Redbird Cello Studio may post photos and video clips of students, lessons and recitals on Redbird's 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 for safety reasons. 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 ascribe requirements and parameters to students who have not provided proof of vaccination that are different than those who have shown proof of vaccination. Redbird Cello studio reserves the right to require masks and other safety precautions for in-person lessons. Redbird Cello Studio reserves the right to require that people who cannot wear masks for medical or other reasons remain in online instruction. Changes in COVID-19 policy will be communicated in newsletters, Remind announcements and on the website.

I have read and understand this studio policy:

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_