



Tiamoyo Music Academy
of Tiamoyo Arts and Education
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STUDIO POLICY/HANDBOOK 2019-2020 rev. 08.25.19

Please read and initial each bullet point before signing when submitting a paper copy.

On the e-Registration Form, please click on "I have read and agree to abide by the Studio Policy."

- Please check your e-mail and www.tiamoyoarts.com on a regular basis to remain informed.
- Tuition (prorated*) and fees for music lessons are to be paid in full for an entire semester before classes begin, unless other payment arrangements have been made. In order for a student to continue studies, all balances must be paid in full before students will be registered for the following semester. Fees may be paid by check or cash. Please do not send cash through the mail. **Please make checks payable to Tiamoyo Arts and Ed.** If paying by mail, **mail to:** Tiamoyo Arts and Education, Post Office Box 32, Chagrin Falls, OH 44022-0032. NOTE: You also may have the opportunity to participate in the special **Chamber Music Trio Recital** or attend master classes, workshops, or institutes, which would have associated costs.
*prorated ONLY for students who are NEW, FIRST-TIME enrollees of Tiamoyo Music Academy and are just learning of and beginning lessons after a semester has begun
- **All lessons must be paid for whether taken or missed for an entire semester.** Notification of inability to attend a lesson is a courtesy to the teacher; however, we cannot excuse you from payment of lessons for which you have contracted.
- **The teacher will not make up lessons missed for student absences. Student absences are not refundable. No refunds, make-up lessons, or credits will be given for missed lessons owing to the absence of the student.** If a student's activity schedule changes during the school year, Tiamoyo Music Academy is not obligated to find a new lesson time. **All lessons must be paid for whether taken or missed for an entire semester. Unfortunately, make-up lessons would require the teacher to work over-time, outside of agreed-upon teaching hours. Additional teacher-student contact hours are experienced during the Formal Semester Recitals, group performance classes, studio recitals, and community outreach concerts. Please do not swap lesson times with other students.**
- Dr. Cheston is an active, performing pianist, and occasionally (rarely) may be absent due to a performance, dress rehearsal, Suzuki Conference, other professional activities, or illness. **If the teacher is absent, the lesson calendar has one/per semester (with the exception of summer semester) teacher-owed make-up lesson built into the calendar (count the lessons) to account for a teacher absence.** If the teacher is **NOT** absent during a given semester during a student's lesson, the additional lesson becomes a **BONUS LESSON** for the student. **There is no fee for this extra BONUS lesson.** **If the absence of the teacher exceeds one lesson per semester 2, the student will have a lesson the final week of semester 2.** For additional teacher absences, the student is asked to make every effort to attend the rescheduled lesson if possible. If the lesson cannot be rescheduled, the student will receive reimbursement for missed lesson(s) **owing to the absence of the teacher.**

➤ **Tuition refunds due to withdrawal from the academy will be given ONLY in very extreme situations and at the discretion of the teacher.**

➤ **Reserving Your Lesson Time for the Semester /Lesson Reservation Non-Refundable Deposit Fee**
You will be asked for your availability for your semester lesson time via e-mail. Please do your best to answer the lesson time availability question in the e-mail as completely as possible, taking into account sports or other extra-curricular activities you plan to participate in during the year. In order to reserve a lesson time, a **NON-REFUNDABLE deposit** in the amount stated in the e-mail is required. The deposit amount will reduce your tuition invoice by the amount of your deposit. If we do not receive your deposit, we will assume you are not planning to take lessons and you will not be scheduled for a lesson. Once you are scheduled, your lesson day and time will be e-mailed to you. Upon receiving your assigned lesson day and time, please confirm through e-mail. **Your deposit will be refunded if a suitable lesson day and time are not available to you.**

➤ In order to maintain a healthy environment in the studio, students are too ill to attend a lesson if they have a contagious illness (strep, chickenpox, etc.), fever of 100 degrees or above, vomiting, or diarrhea. Students must be SYMPTOM FREE 24 hours (no vomiting, no fever without fever reducing medications, no diarrhea, etc.) prior to returning to lessons. **If a student has a runny nose and cough, the Distance Learning Option should be employed.**

➤ In the event of **inclement weather** and safe travel is a concern, **the student will receive a distance-learning lesson, using technology** to connect the Tiamoyo Music Academy studio to their home via web-based video conferencing (desktop computers, laptops, iPads, other tablet computer brands, SmartPhones, etc.) or a telephone/speakerphone during the regularly scheduled lesson time. Instructions regarding Distance-Learning Lesson access is listed below. During inclement weather, please e-mail Tiamoyo Music Academy with one of the following options: 1) You are planning to come to the studio for a lesson OR 2) You are concerned with safe travel and are opting for a distance-learning lesson via the internet or telephone.

Distance Learning Instructions

1. Please add me to your Skype contacts. My Skype USER NAME = **suzukipianogal**
2. Please e-mail me your Skype USER NAME.
3. Please visit www.skype.com to set up a free Skype account on your desktop computer, laptop computer, iPad or other tablet computer, or SmartPhone in order to participate in a web-based video lesson, should the need arise. **In order to video-conference using Skype, you will need a desktop computer, laptop, iPad or other tablet computer brand with a WEB-CAM, or a SmartPhone.**
4. Skype.com is FREE and easy to access.
5. I have invested in a State-Of-The-Art camera for the purpose of video-conferencing lessons.
6. Several students of Tiamoyo Music Academy have already taken advantage of Distance Learning Lessons.

Distance Learning Lesson Guidelines

1. Please accompany your student at the lesson as you would if you were in the studio.
2. Students, particularly those who are not yet in Middle School, should not be left alone during the Distance Learning Lesson.
3. Please have the **Weekly Practice Record Sheet** ready to show the teacher at the beginning of the lesson. Please have all lesson materials accessible.
4. Each student will be given a new practice record sheet, if needed, during the Distance-Learning Lesson. The practice sheet will be photographed and e-mailed at the end of the lesson.
5. Distance-Learning lessons also are a great time to engage in Music Theory.

➤ Performances

Recitals, Group Performance Classes, and possibly community outreach concerts, are scheduled throughout the school year for your students. **Formal Semester Recital** dates, times, and locations are posted on the website at <http://www.tiamoyoarts.com/tiamoyomusicacademy/recitalinformation.html>. **Group Performance Class** information may be found at <http://www.tiamoyoarts.com/tiamoyomusicacademy/groupclass.html>.

Recital Information

1. You will be sent, through e-mail, a link to **SignUp Genius** to sign up for recitals.
2. Please sign up your student(s) for the current Recital, using ONE sign-up slot per student.
3. Students should wear dressy attire.
4. Please arrive 15 minutes before the recital begins.
5. A Group Photo will be taken before the recital.
6. Families may bring FINGER-FOOD desserts on DISPOSABLE SERVING WARE to share, as no silverware will be provided and no serving dishes will be returned. Plates, napkins, and drinks will be provided. Please drop off ready-to-serve desserts in the kitchen.
7. As a courtesy to the performers, audience members are asked to remain until the end of the recital.
8. The **Chamber Music Trio Recital Fee** will cover the costs of the professional violinist and cellist. Students are eligible for the Chamber Music Trio Recital through audition.

➤ Instrument

It is **REQUIRED** that your child have a piano for home practice. Tiamoyo Music Academy is pleased to assist in locating an affordable piano for your student and a piano tuner/technician.

➤ Parents' Importance

You are vital to your child's music education! You should plan to attend every lesson with your child. You will be responsible for monitoring and assisting in your child's daily practice routine and their daily listening to reference recordings. You will have the opportunity to closely watch your child's progress and to help him or her in lessons by **taking notes** and providing a supportive smile. Teenagers still need your support. Parents of every student should read Dr. Suzuki's book, **Nurtured by Love**.

➤ Contacting Your Teacher

Please contact your teacher by **e-mail or by phone**. Texting may be used when necessary for lesson cancellations.

➤ Additional Information

- If your child changes status from being home-schooled to attending public/private school, unfortunately there is no guarantee that there will be an after-school lesson time available for your child in this studio during a given semester.
- Your child's picture may be included in promotional material (brochure, website, video presentation) for Tiamoyo Music Academy. NO student names, phone numbers, addresses, names of family members, or names of friends will appear in any promotional or educational material. However, a student's first name and last name initial may appear on the website or in our newsletter to congratulate them for an accomplishment, etc. For examples of photo usage, etc., please visit www.tiamoyoarts.com. If this is problematic, please e-mail the teacher regarding this matter.
- **Optional:** Parents and students over 18 years of age may post **relevant** photos and student performance videos on the **Tiamoyo Music Academy Facebook page**, a secret FB group, which is open only to Tiamoyo Music Academy students. Tiamoyo Music Academy reserves the right to delete irrelevant posts. **I will not post student photos or performance videos on this Facebook page without the parents' permission.**

- At this time, **music theory books** are purchased from the teacher.

This portion of the **Studio Policy/Handbook** has been included to insure the **safety** and **comfort** of students and their families. Due to the size of the studio, the following courtesies are requested.

- As a courtesy, I ask that students and families remain inside the studio **at all times** while attending lessons. Please do not walk the grounds. There is a restroom in the studio.
- Please quietly enter the studio a few minutes before lesson time in order to remove outer wear and organize lesson materials. Please do not wait for previous student to exit. Please enter before your lesson time to get settled and prepare for lesson.
- In an effort to keep on schedule during lesson time, please use phone calls or e-mail for questions that are not pertinent to the actual lesson and do not require an immediate response.
- A parent/caregiver should accompany children to all lessons and classes. Drop-offs are not allowed.
- If more than one child from a family is attending a lesson, please bring a book or a quiet game for use during the waiting period.
- In rainy and snowy weather, **students** should remove wet boots or shoes and bring a pair of slippers to wear during the lesson. You may want to purchase a pair of slippers to leave in the piano book bag.
- Due to the size of the studio, all coats and wraps should be placed on the coat rack, leaving the chairs available for the seating of students and their families. **Please do not hang bags on the coat rack.**
- When waiting for the lesson/class before yours to end, please make yourselves comfortable and wait as quietly as possible, keeping the aisle in the waiting area as clear as possible so that the next family will have space to place wraps and be seated.
- No water fountain is available, thus water bottles should be brought to lessons, particularly in warm weather. Please do not bring food or other drinks into the music studio. Of course, this does not apply to infants and those with medical situations.
- Please try to avoid turning vehicles around when parking for lessons/classes. We ask that vehicle engines not be left idling at any time whether attended or unattended. The driveway is a non-idling zone.

I give permission for my child (or myself, if an adult) _____ to take music lessons/classes.

I, _____, have read the Studio Policy and agree to abide by it.

I grant permission to include my child's (or my, if adult student) picture in the publishing of promotional or educational material as described above.

Signature _____ Date _____

On the e-Registration Form, please click on "I have read and agree to abide by the Studio Policy."