



2021

# Studio Policy

## RMS Registration

There is an annual \$40 registration fee for each student at the time of registration. Registration is prorated if student joins halfway through the year.

## RMS Tuition

Tuition includes a student's individualized plan for their course of study, recital preparation, repertoire planning, incentive prizes, and supplementary sheet music. It covers your child's time slot for scheduled lessons in your instructor's calendar. It also covers studio membership fees to allow for students to participate in festivals, competitions, and examinations. Please note that if your child chooses to participate in festivals, competitions or examinations, there may be additional fees to be paid to those organizations.

Tuition is billed on a semesterly basis and payment must be submitted to Radiant Music Studio prior to the start of instruction. Tuition can either be paid in full immediately or in four installments during the semester (with the exception of the summer session). If tuition is paid in full prior to the beginning of the Spring/Fall semesters by a deadline set by the office, students are eligible to receive our Full Payment rate, which includes a 5% discount. Please note this discount does not apply to the summer session or to tuition paid in installments. Tuition is pro-rated for students starting mid-session and is neither reduced nor refunded due to missed lesson by the student. Acceptable forms of payment in person include cash, card, ApplePay, or check (made payable to "Radiant Music Studio"). Online invoices are also available upon request. Registration and Tuition fees are non-refundable and non-transferable. Please notify the studio immediately (with at least 30 days notice) if you plan to discontinue.

## Late Fees

If tuition payment is not received 7 days after being invoiced it is considered late and a \$20 fee is charged. There will be no exceptions. It is the responsibility of the student/parent to ensure tuition is paid in a timely manner. Radiant Music is allowed to suspend or discontinue lessons for any student who is delinquent in completing their payments. A \$25 charge will be assessed for all returned checks.

## Student Absence and Make-up Lessons

Radiant Music Studio offers many alternatives if you have to miss your lesson:

1. Reschedule your lesson to one of our two **flex weeks**. **Flex weeks** are designed for our students to cancel (a maximum of **two times** per semester) and reschedule to one of our designated make up weeks we call "Flex Weeks." Simply let our admin staff know at least 24 hours ahead of time, and we'll be sure to update your schedule. (Note: Students are not billed extra for flex weeks in their semester tuition)
2. Swap with another student's lesson time. Just let the front desk know at least 48 hours ahead of time, and they'll be happy to email parents on your behalf. (Good solution if there is a conflict with your schedule for any reason).
3. Wait to see if another student cancellation occurs on the same week—if there is a cancellation, admin assistants will offer the slot to you (Good solution if no feasible swaps are possible.)
4. Opt for a video lesson, where the student sends videos of their current repertoire, and our instructor responds with videos of their own along with detailed feedback (Great solution when you are away for vacation).
5. Take a Live Video lesson. Let the administrative assistants know 24 hours in advance, and we'll arrange for your instructor to teach you over FaceTime, Skype, Zoom, or Google Hangouts! (Excellent solution if you cannot make it into the studio, or if the student is contagious but still able to play).

Because we cannot create extra teaching time outside of the semesters, we do not grant make up lessons beyond our flex weeks. Please keep in mind that your tuition reserves your enrollment for the entire semester (even with monthly installments). Imagine a missed/sick day at private school or university: similarly, your tuition still covers your cancelled lesson. We understand there are emergencies and circumstances beyond your control, so we will definitely do our best to accommodate these situations. As a disclaimer, last minute cancellations cannot be made up, and no credit or refunds of any kind are given.

## Student Illness

If a student is sick (i.e. fever, nausea, vomiting, etc.), we kindly ask for them to please stay home and rest. As mentioned above, the lesson can be rescheduled (up to 2 times) or carried out via Video Lesson from the comfort of the student's home. Radiant Music Studio is allowed to dismiss a student from a scheduled lesson if the student arrives exhibiting symptoms of illness. In that case, a makeup lesson will not be offered.

## Instructor Absences

In the event of an instructor absence, Radiant Music Studio reserves the right to provide a qualified substitute or schedule a timely make-up session (flex week may be used) for lessons missed. Radiant Music Studio is allowed to replace current instructor with a new qualified instructor.

## Release

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

## Non-Discrimination Policies

Radiant Music Studio complies with all laws prohibiting discrimination in the conduct of its operations and programs. Radiant Music Studio admits students of any religion, gender, race, color, sexual orientation, national and ethnic origin to all rights, privileges, programs and activities generally accorded or made available to students at the studio. It does not discriminate on the basis of religion, race, color, sexual orientation, national and ethnic origin in the administration of its educational policies or programs.

## Policy Changes

Radiant Music Studio may change policies, fees, or waivers at any time.