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POLICIES & PROCEDURES (updated June 2021)

Thank you for choosing Harmanny Music Education! In order to ensure that you receive the most effective and creative teaching environment possible, we have established the following policies and procedures.

Attendance

Regular attendance is expected and encouraged in order to gain maximum benefit from music instruction. If you know ahead of time you will miss a lesson, please email Harmannymusiceducation@gmail.com or text (210)-527-7955 to cancel the lesson.

Missed lessons are inevitable and, therefore, have been taken into account in the overall cost of tuition. If a lesson is missed, a video assignment will be given for that week. No credits or refunds are given for missed lessons. Tuition remains consistent regardless of the number of lessons attended. Students who are late for their lesson will only be given the remainder of their time. **Please be on time for your own benefit.** Please also note that your instructor may cancel lessons from time to time for various reasons including (but not limited to) personal illness, family emergency, or professional travel. If this happens, a video assignment will be given for that week as well.

Student Responsibilities and Commitment

Books and Materials: Books and materials are included in your monthly tuition. It is the student's responsibility to bring materials to lessons each week. If a student does not bring his or her books/materials, an ideal lesson experience cannot be guaranteed; however, every effort will be made to provide an effective experience. Instructor reserves the right to refuse to give a lesson if a student does not bring his or her materials to the lesson. No refunds will be given. If a student loses a book or other materials, the student (or parent/guardian) will be responsible for replacing the item(s) at their own expense.

Practicing: Students are expected to include frequent trips to his/her instrument as part of the rhythm of life. Your instructor will help you build good practice habits so you know how to practice. How you practice and the frequency of practicing are more important than how much time you spend practicing.

Performances: There are no mandatory requirements for performing due to the fact that each student has his or her own unique characteristics, preferences, goals, and skills. However, participation in the spring recital and other events are strongly encouraged in order to build confidence and share music with others.

Tonara

All students (and parents) are given a login to the Tonara app. This contains your lesson schedule, practice assignments, communication portal and more. If you have questions, please ask your instructor.

Tuition

Tuition is an all-inclusive membership fee that includes:

- Weekly private lessons
- Recitals & Studio Events
- Books and materials
- Awards and Prizes

Square Automatic Payments — Tuition is paid using automatic bank payments (ACH withdraw through Square) drafted on the 27th of each month for the following month.

Non-automatic Payments — If automatic payments are not possible for you, we will try to make arrangements for another payment method. However, if payment is late more than once, ACH automatic payments will be required.

Late Payments — There is a \$30 late fee if payment is not received before the 1st. If tuition is still not received by the 5th, lessons are suspended until the account is settled. After 30 days, the student is considered dismissed and will lose their exclusive spot in the schedule and will have to re-enroll.

Enrollment

Students (or parent/responsible party if student is under 18) must complete the online enrollment form. \$75 registration fee (max of \$100 per family) is due before a student is considered enrolled.

Students who wish to “take a break” will essentially be withdrawing (see section below). They will forfeit their enrollment and must choose from available times, if any, when they return. We cannot hold a student’s spot without payment.

Withdrawal

30 days notice must be given if you wish to withdraw from lessons. No refunds will be given.

Dismissal

A student may be immediately dismissed at any time for reasons including (but not limited to) those listed below. No refunds will be given.

- excessive absence or tardiness
- habitually late/nonpayment of tuition
- lack of lesson preparation, effort, or practice
- behavior or attitude problems