

**Studio Policies- Bel Canto Studios of Palm Beach
Updated August 2024**

Lesson Duration and Schedule

Lessons are 30, 45 or 60 minutes weekly. Additional lessons can be arranged upon request.

Save with Monthly Tuition (Tuition changes effective August 1, 2024)

- \$45 per lesson for weekly 30-minute lessons- four to five lessons per month
- *\$60 per lesson for weekly 45-minute lessons – four to five lessons per month
- \$75 for weekly 60-minute lessons- four to five lessons per month

Single Lessons – (lessons not a part of a monthly or gift package)

Single lessons that are not a **part of a monthly, semester, year, or gift package plan**) have no regular weekly time guaranteed. **\$10-\$20 is added to lessons that are not part of a package plan.**

- 30-minute lesson becomes \$55 for a single lesson
- *45-minute lesson becomes \$80.00 for a single lesson
- 60-minute single lesson becomes \$90 for a single lesson.

Although we offer single lessons, we cannot guarantee a recurring time slot. Single lessons can only be booked one at a time. We cannot book single lessons more than 2 weeks in advance. Single lessons must be paid in advance before being scheduled.

Gift Certificate- 10 Pack Printable PDF comes with our logo and prints who the certificate is for and who it is from. Expiration date is six months from the date of purchase.

Prices:

30 minutes = \$450.00
45 minutes = \$600.00
60 minutes = \$750.00

Gift Certificate 5 Pack Printable PDF comes with our logo and prints who the certificate is for and who it is from. Expiration date is six months from the date of purchase.

Prices:

30 minutes = \$225.00
45 minutes = \$300.00
60 minutes = \$375.00

Payment Policies and Methods

You will be invoiced from our new MyMusicStaff registration system. We do this for tax and billing purposes. Payment can be made online using Credit Card, Debit Card, PayPal, or Venmo. You may

check your invoice any time any day once you have a password for the MyMusicStaff Portal at MyMusicStaff.com.

Payments for monthly recurring lessons are **due before or by the first lesson of the new month**. If payments are made after the first of the month, a **\$10 late fee** will be added.

In an effort to ensure timely payments, **we strongly encourage all students and their families to switch to autopay in our My Music Staff System** if you have not already done so. We prefer **cash or using our PayPal invoice** and the interest free options already within it to include credit/debit transactions, Zelle 336-430-8640 or Venmo@SuzanneGaler moving forward.

Should you decide to discontinue lessons, please inform us before the 1st of the month, and we can *easily unenroll you from autopay*. *We do not accept partial payments*. For additional non-recurring activities, such as **recitals**, you may pay via card, cash, or check. **Payments for recital-showcases must be made before the student can attend rehearsal or perform.**

A \$40 fee will be charged for any returned checks. All sales are final; no refunds will be issued.

Scheduling

To register for lessons, please complete the **online registration form** on our website by clicking the **“Register Now” tab**. Full payment must be received before lessons can begin and before a student is scheduled with an instructor. Time slots are assigned on a first-come, first-served basis. If you would like to request a change to your assigned time, please contact us via text or e-mail. Please note that a student’s place in the schedule is not secured until full payment has been received.

Excused Absences

Excused emergency absences include a serious cold, cough, flu or illness that could make other students and faculty ill; winning a competition, making your Broadway or other performing debut, rehearsals for a performance, having a call back audition, being invited to audition, an accident, or death in the family.

Absences and Make up Lessons

To receive a make-up lesson, you **must give the studio 48 hours’ notice** by texting 336-430-8640 or e-mailing drsuzannegaler@gmail.com *If you provide less than 24 hours’ notice, no notice at all, or cancel on the day of the lesson, the lesson will be forfeited and no make-up will be provided.* Please be aware that **we enforce the 24-hour policy strictly**; We check texts and e-mail during business hours Monday-Saturday and on Sunday evening for Monday lessons. *While we understand that emergencies occur, same-day cancellations do not exempt you from payment obligations and a make-up lesson will not be offered* unless in the case of a serious emergency.

It is the responsibility of the parent or student to contact the studio to arrange a make-up lesson.

Make-up lessons will expire after one month or if the student discontinues lessons. You may schedule a make-up lesson before it expires, but *once a make-up lesson is scheduled, it cannot be rescheduled*. Therefore, we strongly advise that you ensure you are available on the day of the make-up lesson (or wait until you are more certain) before scheduling.

If a student discontinues lessons, any remaining make-up lessons on file will be forfeited.

If you anticipate scheduling conflicts due to school, extracurricular activities, or family commitments, please inform the studio as soon as possible or at least 48 hours in advance.

Lessons and make-up lessons are not transferred to future months. Missed lessons cannot be used as credit toward future lessons, and they are not provided for single lessons.

Lesson Expiration Dates

Monthly lessons expire at the end of each month. Make-up lessons need to be made up within that month. Semester lessons expire by the last week of lessons before Christmas and one week after public schools end in June. For students paying for the entire academic year, lessons expire the week after school ends.

Holidays, Tropical Storms, and Hurricanes

We will be closed on the following major holidays: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, 4th of July, Labor Day, Memorial Day, Veteran's Day and Thanksgiving Day. If a lesson falls on one of these major holidays, we will issue a makeup lesson. For all other days, please discuss any necessary rescheduling directly with your teacher on a case-by-case basis.

In the event of a tropical storm, we will resume lessons as soon as it is safe to do so. Make-up lessons for hurricanes will be given if time is available but are not guaranteed.

Recitals

Participation in recital-showcases is encouraged, but not mandatory. Recitals are held three times yearly in December, late May, and late July. Recitals offer an excellent opportunity for students to practice performing in front of a friendly, supportive, Bel Canto Family audience. *The registration fee for each recital is \$40 per student* (which must be paid before you can sign up for a recital). Please note that seating is open, and tickets are \$5.00 per person.

Running Late, Electronics

Students must be on time for their lessons. Please take all cell phone conversations, electronic sounds, and recordings outside unless it is an emergency. Lessons will end at the scheduled time (regardless of when the student arrives). If you are running late, please text us so that we will wait for you. There is a grace period of fifteen minutes after which the lesson will be considered to have been completed and paid for. There will not be a make-up lesson.

Liability, Safety & Supervision

Parents and guardians are responsible for their children at all times. Bel Canto Studios LLC provides two beautiful indoor waiting areas before and after the lesson. However, we cannot fully supervise any students left alone before or after their lessons.

Please be aware that you are taking full responsibility for the safety of the student/yourself or anyone accompanying the student during or on the way to any lessons or recitals at Bel Canto Studios of Palm Beach LLC. Be aware that you release Bel Canto Studios of Palm Beach LLC and its owners and assume costs for all liability or damages that may arise from participating or traveling to recital locations outside of the studio.

To comply with all policies at Bel Canto Studios Palm Beach LLC, you should also be aware that if you bring your children or other minors, they are your responsibility and you are liable for them at all times.

Photographs And Videos

Photographs and videos may be taken during events or activities at Bel Canto Studios Palm Beach. We do not include names on these photos or videos or post them in any way unless we have your signed permission. These photos/videos could include yourself, your child/children, or others in your party, and may be used for promotional purposes. By signing a release form that will include attending lessons and performing on recital-showcases. If you choose to sign the release form, you give Bel Canto Studios of Palm Beach LLC permission to use such photographs and videos to promote the studio, which may include print publications, online publications, presentations, websites, and social media. No royalty, fee, or other compensation will be provided for the use of these images or videos.