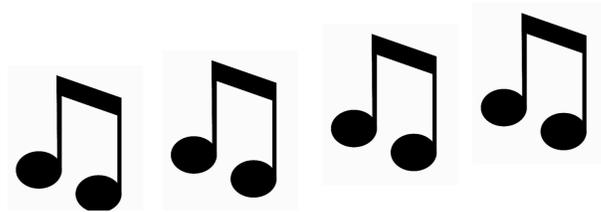




Treble Strings

Music Lessons



(816) 945-2114

lessons@treblestrings.com

Lesson Information

Hello!

Thank you for your interest in Treble Strings! We look forward to guiding you (or your child) on the upcoming musical journey.

Why do we call it a journey? Well, learning to make music is a different experience for everyone. Unlike school, in which everyone in a given program does the same assignments and takes the same exams and ideally finishes the program in a set amount of time, private music education is not about the end goal. In fact, there really is no end goal, at least not a permanent one. There is always more to learn and more music to play. Once you start learning, you don't stop for as long as you are committed to the instrument. For many musicians, that means a lifetime of growth and study. It's not about where you are going but how you get there and what you do along the way. Most of us take a few detours before discovering what we really want to do. Regardless of your ultimate decisions or how long you choose to take lessons with us, we want your time with Treble Strings to help point you in the right direction.

In order to do that, we need something from you: time, patience, and commitment. You will not see instant results when you are learning to play an instrument. You may even walk away from your first lesson feeling like you have learned very little. You might be disappointed that you cannot play anything, yet. That will change in the weeks and months that follow. Also, it is quite common to love playing an instrument but to hate practicing it. Please don't let practice discourage you. Just because you hate to practice doesn't mean you need to quit. Ending your practice by playing something you have already passed, without the pressure of learning new skills or preparing for a performance, can help remind you that you like playing even if you don't like practicing. Therefore, while you are free to quit at any point, we encourage you to commit up front to a set amount of time of your choosing, ideally 6-12 months. Now, if you feel no joy in what you accomplish with your instrument and in sharing music with others, and that doesn't pass as you continue to improve over the course of a few months, that's when it is time to change course, whether it is choosing a different style or a different instrument or a different activity entirely. However, our hope is that if you give music a chance for an extended period of time, it will give us time to help you fall in love with the instrument. We know that at some point, you will leave Treble Strings behind. We just hope that when you do, you will take a lifelong love of music with you, regardless of what the future holds.

Also, we encourage students to study music for all sorts of reasons. We are thrilled when our students decide to pursue careers in music, but we also love having students of all ages who are only interested in playing for their own personal fulfillment. We do not believe in putting pressure on young musicians to choose music as a career or as a path to college. Music is good for child development, and

for older children it can provide a healthy form of expression that extends into adulthood. It also provides an opportunity to make friends, and it comes with all sorts of lessons that are applicable to life apart from music (if such a thing exists), including self-discipline, time management, patience, study skills, public speaking, fine and gross motor skills, math, science, history, and language. However, as much as it pains me to say it because I absolutely love seeing my students grow in other ways as a result of their music lessons, music is not the only way and for some may not even be the best way to learn all of those things. There are other ways to submit impressive college applications, too. Therefore, we do not pressure our students to go a certain direction. We simply lead them where they want to go by nurturing a love of music and giving them the tools they need to pursue it.

Treble Strings instructors offer music lessons in their studios or online, and home lessons are available in the Kansas City metro. We can be contacted at the phone number, email address, or Facebook page below:

(816) 945-2114
lessons@treblestrings.com
Facebook.com/TrebleStrings

Please let us know if you have any questions. When you are ready to schedule your first lesson, let us know so we can register you. Sorry for any inconvenience it might cause, but we are not likely to respond on holidays or Sundays.

Have a beautiful and blessed day!

Sincerely,
Courtney Morgan
Treble Strings

Lesson Tuition and Scheduling

Treble Strings offers two types of personalized lessons: scheduled and video exchange. Scheduled lessons are held either in the student's home, in the instructor's studio, or online on a regular basis (once every week or two) and for a specified amount of time (15 minutes to two hours). Invoices for scheduled lessons are issued five days before they are due, and during that time, you will receive a daily reminder to pay your invoice unless you have agreed to automatic monthly payments. All of our reminders are meant to be friendly and are issued so that you do not miss a lesson because you have forgotten to pay tuition. If you do not pay your invoice on or before the due date, we're not going to continue sending reminders. However, because not paying on time means your instructor has not been paid, we will let your instructor know and will cancel your lessons until your invoice has been paid. We understand that life happens, but it's also not fair for us to ask instructors to work when we cannot guarantee that they will be paid for doing so.

Video exchange lessons do not require scheduling and allow for more independent study. The student submits a video, a practice log, and sometimes written assignments given in a previous lesson. Then, an instructor records comments while watching the video and provides new assignments. Tuition must be paid before an instructor will view what the student has submitted. Video duration should be rounded up when calculating tuition.

Invoices can be paid online using a debit or credit card. We are not able to accept other forms of payment at this time.

Treble Strings Tuition Rates			
Video Exchange Lessons			
Duration of Student Video	Cost Per Lesson	Duration of Response	
10 Minutes or Less	\$10	15 Minutes	
11-20 Minutes	\$20	30 Minutes	
21-30 Minutes	\$30	45 Minutes	
31-40 Minutes	\$40	60 Minutes	
Scheduled Lessons			
Duration	Frequency	Monthly	Weekly
15 Minutes	Weekly	\$45	N/A
30 Minutes	Biweekly	\$45	N/A
30 Minutes	Weekly	\$85	\$20
60 Minutes	Biweekly	\$90	N/A
45 Minutes	Weekly	\$130	N/A
60 Minutes	Weekly	\$170	\$40
90 Minutes	Weekly	\$255	\$60
120 Minutes	Weekly	\$340	\$80

Monthly Rate Calculation

Each day of a given week occurs approximately 17 times in each four-month period. In other words, out of every four months, there will be one month in which a given weekday occurs five times instead of four. If tuition were calculated according to the number of lessons scheduled each month, four months of tuition for weekly 30-minute lessons would consist of three payments of \$80 and one payment of \$100, or \$340. This can make budgeting difficult for our clients when they are surprised with an invoice for a greater amount than what was expected. Therefore, we divide payment for every seventeen lessons equally over four months so that tuition payments will be the same every month. Four payments of \$85 would also equal \$340.

Thirty-minute, one-hour, 90-minute, and two-hour lessons are calculated according to a base rate of \$40/hour. Fifteen-minute and 45-minute weekly lessons as well as 30-minute and 60-minute biweekly lessons are offered in order to give our students more scheduling options. However, the remaining fifteen minutes of the hour or half-hour or the alternate biweekly lesson slot usually cannot be filled. That is why these lessons are priced a little higher than one might expect given our base rate of \$40/hour and also why weekly rates are not an option for these particular scheduling options.

Group Lessons

Trebles Strings allows two students to share a 30-minute lesson or up to six students to share a 60-minute or 120-minute lesson. However, this requires the entire group to learn as a whole for the duration of the lesson. Students in the group will not receive individual attention, and the lesson time cannot be split into individual lessons or divided among multiple instruments. Each student in the group must have their own instrument and books.

Treble Strings does not organize groups. If you would like to take group lessons, you must have a group already organized. Groups will need to meet either at the home of one of the group members or online. Every group member must attend every lesson. If one member of the group is unable to attend, the lesson will need to be canceled in accordance with our cancellation policy.

Cancellation Policy

Clients must cancel lessons by contacting Treble Strings directly (not the instructor) or by cancelling through Square Appointments. Direct contact with the instructor is also appreciated, but the studio needs to have a record of the cancellation. If a client

cancels a scheduled lesson at least 24 hours in advance, the client may receive a refund. No refunds will be issued for lessons canceled by the client less than 24 hours in advance. If an instructor cancels a lesson for any reason, the client will receive a refund.

Tardiness Policy

Treble Strings acknowledges that factors outside the student's control may result in tardiness, and we therefore wish to extend a reasonable amount of grace to cover such things. However, we have to consider the schedules of our other clients as well as the personal schedules of our instructors. Extending a lesson for a tardy student will be left to the discretion of the instructor. We will not be able to issue refunds for tardiness except in cases where the instructor is late and is not able to provide the student with the amount of time for which they have paid.

Instructors are asked to wait at least 10 minutes for a tardy student, and we ask clients to show the same courtesy to our instructors, since they might also be late for reasons beyond their control. Instructors are advised to call or text clients if they will be tardy and to keep records of these communications so that such records can be used to show when they attempted to inform the client of their tardiness. If the instructor is tardy by less than 10 minutes and you are not present when they arrive, they will attempt to contact you and also wait until 10 minutes after your lesson was scheduled to begin. Therefore, if you leave before the 10 minutes expires and have no communication records to show that you waited for a reasonable amount of time, it will be assumed that you were never present, in which case we will not be able to issue you a refund.

When you arrive for a studio lesson, please attempt to enter the building before concluding the instructor is not present, since there might be another explanation for such things as lights being turned off or the absence of a familiar vehicle. If you simply leave the premises without attempting to enter and the instructor is in fact present, you will not receive a refund. If you leave the premises without first attempting to enter it on two separate occasions, regardless of how much time passes between those occasions, your lesson agreement will be terminated.

No Show Policy

If a student fails to attend a scheduled lesson and does not cancel prior to the lesson time, they will not receive a refund. If a student fails to attend two consecutive lessons, both without cancellation, the lesson agreement will be terminated. If a student fails to attend two consecutive lessons, one without cancellation and one with insufficient notice, the lesson agreement will be terminated. If a student fails to attend three lessons in a three-month period without cancellation, the lesson agreement will be terminated. If a student fails to attend four lessons in a three-month period, two without cancellation and the other two with insufficient notice,

the lesson agreement will be terminated. In each of these scenarios, the client will receive no refund upon termination of the lesson agreement.

Weather and Disaster Policy

If local schools are closed due to safety concerns, or if there have been official warnings issued, then Treble Strings will require that all home and studio lessons in affected areas be cancelled, unless the client is willing to have an online lesson, instead. Clients will receive a refund for such cancellations, and advance notice is not required.

Webcam Connection Failures

For online lessons, if you are unable to have a lesson due to technical difficulties, you will be issued a refund. However, recurring technical difficulties might result in a discussion about whether online lessons are a suitable choice for you, and this discussion may in turn lead to alternate lesson arrangements, such as video exchange lessons, or a termination of the lesson agreement.

Holidays and Other Events

Treble Strings will be officially closed for the following holidays: January 1, March 17, Holy Week (Passover/Palm Sunday/Easter), Memorial Day and Weekend, Labor Day and Weekend, Thanksgiving Week, and December 24-31. Clients will not be charged for lessons that occur during these holidays.

If you have an upcoming schedule conflict for which one is generally expected to plan more than one month in advance, such as a birthday, anniversary, wedding, vacation, or school activity, please inform Treble Strings directly as soon as possible. We would rather not charge you in the first place than to refund you after the fact. If you cancel lessons frequently, with or without sufficient notice, then Treble Strings may decide to terminate your lesson agreement. Your instructor depends on regularly scheduled lessons as a source of income, and frequent cancellations are therefore unfair to them.

Sunday and Holiday Lessons

Treble Strings is officially closed on Sundays. We do not return calls or respond to messages received on Sunday, after 8 PM Central on Saturday night, or on a holiday until the next business day. However, individual instructors may choose to offer lessons on Sundays and holidays. If you have a lesson on a day Treble Strings is closed, we will not be able to help you contact your instructor on the day of your lesson. On business days, we follow up with instructors when a lesson is canceled through Square or the studio. However, if you need to cancel a Sunday or holiday lesson, you will need to do so by contacting your instructor directly. Failure to do so will be considered insufficient notice.

Online Lessons

We offer three types of online lessons, which are described below, to allow more opportunities for those who otherwise would not be able to take lessons. Many experts will tell you that online lessons are not as effective as taking lessons in the studio, and there are some valid concerns on which such opinions are based. However, we believe that we can minimize certain factors enough to make online lessons an effective way to learn, and regardless of whether they are comparable to what you would receive in a more traditional setting, they are certainly better than trying to figure things out on your own or not being able to learn at all.

Before you decide to take online lessons, there are a few things you need to consider. First of all, find out what you would need to do if your instrument needs to be repaired. For example, if you want to play the violin and there are no violin shops within 400 miles of your home, would you be willing to drive 400 miles for a repair? Your location might make your choice of instrument impractical in spite of having access to online lessons, so it would be wise to take such things into account. Second, do you have the right setup for online lessons? You need to have a stable internet connection for video chat lessons, and it is important that you be able to position your camera in such a way that your instructor can see you without compromising your posture. Finally, if your instrument requires tuning or has other daily maintenance requirements, you need to be comfortable doing these things on your own after your teacher demonstrates them to you.

Scheduled Lessons

Our video chat lessons are actually very similar to taking lessons in our studio. You meet with an instructor once every week or every other week to discuss your progress and receive new assignments. Video chat lessons allow you to learn where you are most comfortable without the additional cost of an instructor traveling to your home.

We ask that students taking video chat lessons be ready to begin their lesson immediately upon connecting with their instructor. Make sure the instrument is tuned, the music is on the music stand, and the camera is positioned correctly. Warming up before lessons is also wise. Yes, you would normally have to setup after your lesson time begins in a traditional studio setting. However, online lessons (and home lessons for that matter) give you the advantage of already being on location, which means you are able to cut out the time at the beginning of lessons that would traditionally be used for getting ready. Setting up and warming up in advance gives you more time with your instructor.

Exchange Lessons

If your internet connection is not stable enough for video chat lessons, or if your schedule doesn't allow for you to have a lesson at the same time every week, video exchange lessons are an alternative that will allow you to learn entirely on your own time but still receive feedback from an instructor. Video exchange lessons are \$20 each. You send a video to your instructor, and you receive a video in response with feedback and new assignments.

Independent Study

Treble Strings offers courses covering specific topics and organized in a logical sequence. These courses are not scheduled and are designed to be completed in approximately 12 weeks. Each of our courses covers a specific topic with a series of videos. Rather than new skills being presented in lessons and practiced at home, new skills are learned at home, with the help of resources we provide, and you are encouraged to schedule lessons as needed in order to receive feedback on your progress. Tuition for each course includes either one 30-minute lesson or two 15-minute or video exchange lessons. Completion of these lessons is required before access to the next course will be granted.

Independent study is not as effective as taking lessons on a regular basis. Progress will be slower, and the risk of developing bad habits that will hold you back is greater. However, we know that due to finances and other factors, some aspiring musicians believe that studying an instrument alone is their only option. Our goal with the independent study option is make instruction more affordable and accessible for someone in such a position. We want to make sure that if you are studying music independently that you are getting the right information and learning to practice efficiently and also that you are not attempting to progress too quickly and are not approaching the instrument in a way that will lead to injury or bad habits that will later prevent you from moving forward.

Referrals

Treble Strings offers an incentive of a \$5 tuition discount every time you refer a student to us, after the referred student has paid for either one month of scheduled lessons, four video exchange lessons, or one independent study course. In order for you to receive credit for a referral, the new client needs to inform us that they know you when or before they pay for their first lesson. There is no limit to how many students you refer to us or how often you do so, provided we have openings available.

When a new client gives us your name, you will receive a "Thank You" email from Treble Strings. There is often a delay between our first contact with a client and scheduling the first lesson. They typically have questions and need to get an instrument, and often they want to look at other options. Once the client has paid for enough lessons for you to qualify for the referral credit, it will be deducted from your next tuition payment.

In the event that a client you refer directly results in multiple students, such as if the client has multiple children who will be taking lessons, you will receive \$5 for each student if they are all registered in the client's first month with Treble Strings. If the client you refer enrolls additional students in the future, or if the client refers another client, you will not receive credit for referring those students.

Treble Strings does not give referral credits retroactively. If another client pays for the first month of lessons before we find out that you referred them to us, you will not receive credit for that referral.

Recitals

Treble Strings recitals are scheduled four times a year, as follows:

- ❖ Second Saturday of February: Winter Formal Recital
- ❖ Second Saturday of April: Spring Formal Recital
- ❖ Second Saturday of September: Fall Masquerade
- ❖ Second Saturday of December: Christmas Recital

If the second Saturday of February happens to be Valentine's Day (February 14), we will hold the recital on the first Saturday, instead.

Accompanists will be available and are permitted to set their own rates. Students who need accompaniment will need to pay the accompanist directly for the performance and for any rehearsals. Students are not required to use an accompanist and are advised to choose pieces that do not require accompaniment if they are unable or unwilling to pay for this service. Students are also permitted to hire their own accompanist, but instructors are not permitted to secure an accompanist for their students apart from those already provided by Treble Strings.

We hold a reception after each of our recitals. You are not required to contribute, but if you would like to bring something, please email lessons@treblestrings.com so we can account for that in our plans.

It is traditional to give flowers or other small gifts to students at their first recital and every milestone performance. We encourage this tradition because it further motivates our students. Please present these items to students during or after the reception, not during the recital.

Participants in our formal recitals and Christmas recital should wear dress clothes. Female students and instructors may wear skirts or dresses but are not required to do so. However, legs must be fully covered, regardless of a participant's gender, so those who wear skirts or dresses should also wear tights or panty hose, and shorts are not permitted. Shoes must have closed toes. Hats and any items other than hair accessories that are worn on the head are discouraged and if worn need to remain in place when the student bends at the waist to take a bow. Each participant is advised to test their attire in advance to make sure it does not interfere with playing their instrument.

Participants in the Fall Masquerade, as well as their guests, are encouraged but not required to wear costumes. All costumes should be appropriate for a family event. The point is to create a fun, low-stress environment for children participating in their first recital. Full-face masks, fake blood, and certain types of characters

(witches, ghosts, zombies, vampires, demons, etc.) commonly associated with Halloween or potentially considered "scary" do not accomplish that, which is one of the reasons we hold this event in early September instead of late October. Instead, we recommend choosing costumes that make children feel strong and brave, such as heroes from their favorite books or movies and historical figures or careers they admire. Costumes are not required in order to participate in our Fall Masquerade. Those who choose not to wear costumes may dress casually but appropriately. Whether or not participants choose to wear costumes, they must otherwise follow the same guidelines for other recitals: fully-covered legs, closed-toed shoes, and no hats or other accessories on the head that do not remain in place while taking a bow.

Other Performance Opportunities

Treble Strings may sometimes sponsor or be aware of opportunities for students to perform in the community apart from our recitals, and individual instructors may also find opportunities for students. We encourage students to participate in these things as often as possible. Students are advised to carefully consider any outside events they learned of apart from Treble Strings, especially if they are beginners or if the music they will be playing for the event is chosen for them. Except in the case of ensembles for which they have auditioned, we do not advise that a student taking lessons agree to outside performances without consulting their instructor. Students sometimes do not realize when a piece is beyond their ability or when they do not have adequate time to prepare for an upcoming event. Therefore, it is wise to seek the instructor's opinion about such things, even though the event is not associated with Treble Strings, before making a commitment. While there is no harm in challenging yourself, agreeing to something you do not yet have the skills to accomplish is just setting you up to be discouraged, and that could destroy your motivation to play your instrument. We want to spare you from that, so please seek advise from your teacher before agreeing to perform until you are advanced enough to know your own limitations.

General Policies

Treble Strings wants to be certain that all clients receive exceptional service and all instructors are paid for their services in a timely manner. We also want to keep everyone safe and maintain a fun and friendly learning environment.

Recording and Photography Policy

All students are free to take pictures and record lessons, but you may not share pictures or audio/video recordings without the permission of the instructor and any other individuals included in the picture or recording. Treble Strings staff members will record recital performances. Audience members are welcome to make their own recordings of recitals as long as they do not disrupt the performance, do not record instructors or other adults without permission, and do not record a child to whom they are not related without the permission of the child's parents. Flash photography is prohibited while students are performing.

Social Media Policy

Treble Strings uses social media in order to promote our company and maintain relationships with our clients. Any Treble Strings client who abuses, scams, solicits, or otherwise harms any individual associated with Treble Strings through social media will be blocked online and have their lesson agreement(s) terminated. Profanity, illegal activity, and inappropriate images or comments posted on our Facebook page or groups or which include a link to Treble Strings will result in the same. If you have problems with the service you have received from Treble Strings, please work with us to resolve it before posting on social media. Publicly broadcasting the problem makes it harder for us to fix it. We are not likely to be able to save the instructor-student relationship if you have complained about your instructor online, nor are we likely to be able to transfer you to one of our other instructors if social media slander is a factor in why you cannot continue with your current instructor.

Safety of Minors

Treble Strings is unable to be responsible for children outside of their scheduled lesson or in the event of an emergency. As a result, we require parents or legal guardians of children under the age of 10 to attend lessons or designate another responsible adult to represent them. In the case of a studio with a separate waiting area, parents may sit in the waiting area during lessons if the child is at least 10 years old and the door between the waiting area and the studio remains open. Parents may not wait outside unless the child is at least 10 years old, and they must

be on the grounds if the child is not at least 16 years old and able to provide his or her own transportation. Instructors will not provide home lessons for minors if a parent or legal guardian is not present for the duration of the lesson.

Treble Strings will not enter into a contract with minor children nor accept payment directly from them. Some of our younger students pay for their own lessons, and while we support the decision of parents to teach responsibility in that way, it needs to be handled as a reimbursement to the parent who has already paid tuition. We also will not knowingly communicate with children under the age of 13 by phone, email, or social media.

Instructor Liability

Treble Strings primarily uses independent contractors who provide lessons in their own homes or studios or in the homes of our clients. It is not possible for us to monitor interactions between students and teachers because we don't have access to the locations in which these interactions occur. As a result, all contracted instructors are individually liable for their own actions. By signing the lesson agreement, you consent to release Treble Strings from liability. However, we are still very much concerned for the safety of our students, which is why we have established many of the policies above. We encourage clients to take precautions and to speak to us if you have concerns about your instructor. Contracted instructors are not representatives of Treble Strings and, except where specifically noted above, are not authorized to make exceptions to Treble Strings policies or the terms of this agreement, nor are instructors authorized to begin teaching a student on behalf of Treble Strings before we have a signed lesson agreement on file.