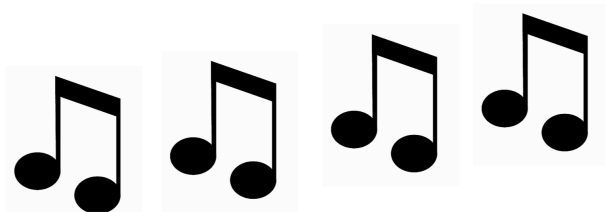




Treble Strings

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 isn't about the end goal. In fact, there really is not an 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. Therefore, 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 along the way to discovering what we really want to do. Regardless of your ultimate decisions, we want your time with us, whether or not this is your first experience with music lessons, 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 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 anytime, we encourage you to commit up front to a set amount of time, 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 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, there are other ways 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 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 offers music lessons in our studio, in your home, or online. Our central studio is located in Smithville, MO and can be contacted at the mailing address, phone number, or email address below:

203 W Main Street
Smithville, MO 64089
(816) 945-2114
lessons@treblestrings.com

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

We use Square appointments and invoices, which allows us to send you reminders by email and text message and also makes it easier for instructors to view their schedules. Therefore, you will receive weekly and monthly messages from Square in addition to any communication you receive from Treble Strings. Invoices are issued a week before they are due, and during that week, you will receive a daily reminder to pay your invoice. All of these are meant to be friendly reminders. You can use the emails from Square to pay for or cancel lessons. If you miss a lesson without canceling, you will probably receive a message from your instructor and from accounting. If you forget to pay your invoice before the due date, we're not going to harass you about paying it. However, because not paying on time means your instructor has not been paid, we will let your instructor know, and your instructor may choose to cancel lessons until your invoice has been paid. It's not personal, and we know that life happens, but it's also not fair for us to ask instructors to teach when we cannot guarantee they will be paid for doing so. Our policies regarding scheduling and paying for lessons are further explained below.

Tuition Rate Calculation

Thirty-minute lessons in our studio are \$20 each. 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 would consist of three \$80 payments and one \$100 payment. Therefore, we divide payment for every seventeen lessons equally over four months so that tuition payments will be the same every month. Three payments of \$80 plus one payment of \$100 is \$340 over four months. Four payments of \$85 would also equal \$340, which is why we charge \$85/month for weekly 30-minute lessons in our studio. We charge the same for video chat lessons. Home lessons include an additional fee of \$22/month to cover the instructor's travel expenses.

One-hour, 90-minute, and two-hour lessons are calculated by multiplying the tuition for thirty-minute lessons before adding the \$22/month fee for home lessons. Fifteen-minute lessons and 30-minute biweekly lessons are offered for the convenience of our students. However, they are more difficult for the instructor because of the limited time and the fact that the remaining fifteen minutes of each half-hour or the alternate 30-minute biweekly lesson slot usually cannot be filled. That is why these lessons are priced a little higher than half of the 30-minute rate. The same problem exists with a 45-minute lesson compared to a one-hour lesson, which is why we add the cost of a 15-minute lesson and the cost of a 30-minute lesson rather than multiplying the base rate by 1.5.

The single lesson rate is \$10/15-minutes plus \$5 for home lessons. We include the option to purchase single lessons for students taking flipped lessons and also for special circumstances, such as if a student wants to schedule an extra lesson before an audition or has a schedule conflict on the second week of every month, and also as a reference for what will be deducted from tuition if a lesson is canceled. Multiplying these rates by four will result in a lower amount. However, as explained above, we calculate tuition by dividing what you would expect to pay over four months (seventeen weeks) by four rather than multiplying the weekly rate by four, and as a result 4.25 is a more appropriate multiplier.

Video exchange lessons are \$20 each and must be paid before a new student video is submitted to the instructor.

Lesson Location	Duration	Frequency	Monthly Tuition
Studio or Video Chat	15 Minutes	Weekly	\$45
Studio or Video Chat	30 Minutes	Biweekly	\$45
Home	30 Minutes	Biweekly	\$56
Home	15 Minutes	Weekly	\$67
Studio or Video Chat	30 Minutes	Weekly	\$85
Studio or Video Chat	60 Minutes	Biweekly	\$90
Home	60 Minutes	Biweekly	\$101
Home	30 Minutes	Weekly	\$107
Studio or Video Chat	45 Minutes	Weekly	\$130
Studio or Video Chat	90 Minutes	Biweekly	\$135
Home	90 Minutes	Biweekly	\$146
Home	45 Minutes	Weekly	\$152
Studio or Video Chat	60 Minutes	Weekly	\$170
Studio or Video Chat	120 Minutes	Biweekly	\$180
Home	120 Minutes	Biweekly	\$191
Home	60 Minutes	Weekly	\$192
Studio or Video Chat	90 Minutes	Weekly	\$255
Home	90 Minutes	Weekly	\$277
Studio or Video Chat	120 Minutes	Weekly	\$340
Home	120 Minutes	Weekly	\$362

Tuition Payment Policy

Tuition payments are due monthly. Your first payment is due one business day before your first lesson and covers your first month. Your lesson agreement is due before your first tuition payment. We cannot accept your payment without a current lesson agreement. You will receive your next invoice two weeks after your first lesson, which will be due the following week, or on the date of your fourth lesson if you are scheduled for weekly lessons. After that, you will receive a monthly recurring invoice. You will also receive schedule reminders the day before each lesson and daily reminders to pay outstanding invoices. Instructors are not authorized to accept payment directly, so payments will only be accepted at the

studio when the owner or a studio assistant is present. You may also pay by mail or online. Treble Strings does not accept payment on a weekly basis, and instructors are not required to teach lessons for which they have not been paid.

Acceptable forms of payment include:

- ❖ Credit or debit card
- ❖ Money order or cashier's check
- ❖ Personal check by mail
- ❖ Personal check hand-delivered to owner or studio assistant
- ❖ Cash hand-delivered to owner or studio assistant
- ❖ Square Cash (Cash.me)

If your personal check is returned for insufficient funds or any other reason, we will not accept checks from you in the future, and your scheduled lessons will be canceled until you have paid tuition plus additional fees with another form of payment.

Lesson Cancellations and Coupons

Lesson coupons are promotional codes that may be used to pay for lessons on our website. Each lesson coupon is equal to one lesson. We issue lesson coupons according to the policies below.

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, especially in case of short-notice emergencies, but the studio needs to have a record of the absence. If a client cancels a scheduled lesson at least 24 hours in advance, the client may reschedule with the instructor or receive a lesson coupon. Lesson coupons will not be issued for lessons canceled less than 24 hours in advance except in emergency circumstances in which expecting advance notice is unreasonable. If a client cancels less than 24 hours in advance, the instructor is not required to offer a makeup lesson but may do so if they believe the circumstances justify an exception.

Treble Strings does not provide refunds for lessons canceled by the client because the instructor has already been paid and asked to set aside that time. If an instructor cancels a lesson for any reason, the client will receive a lesson coupon toward the next month of lessons if the lesson cannot be rescheduled. In the event that an instructor cancels a lesson and is unable to provide either a makeup lesson or a lesson coupon due to termination of the lesson agreement, Treble Strings will issue a prorated refund to the client on the instructor's behalf within 30 days. If the client terminates a lesson agreement and does not attend the remaining scheduled

lessons, no refund will be issued unless there is sufficient evidence that the instructor might be guilty of criminal wrongdoing.

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 lesson coupons for tardiness except in cases where the instructor is late and the student is not able to stay to make up the time.

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, text, or email clients if they will be tardy, and also to keep records of these communications so the time stamp 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 call or email 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 lesson coupon.

If you arrive at the studio for a lesson, please attempt to enter the building before concluding the instructor is not present, since there might be other explanations for lights being turned off or familiar vehicles not being in the parking lot. If you simply leave the studio without attempting to enter and the instructor is in fact present, you will not receive a lesson coupon. If you leave the studio without 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 be allowed to reschedule, nor will they receive a lesson coupon. 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, the first without cancellation and the second 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

Cancellation due to weather or disasters is at the discretion of those who must risk driving to and from the location where a lesson is to be held. If local schools are closed for weather, or if official warnings have been issued, Treble Strings will advise, but not require, that all lessons in affected areas be cancelled. Clients will receive the option of a lesson coupon or a rescheduled lesson for such cancellations, and advance notice is not required.

Webcam Connection Failures

For video chat lessons, if you are unable to have a lesson due to technical difficulties, you will be issued a lesson coupon. However, recurring technical difficulties might result in a discussion about whether video chat 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. If a client is unable to schedule a lesson during a given week due to these holiday closings, a lesson coupon will be issued. Lesson coupons will not be issued for lessons cancelled outside of these dates but in lieu of these holidays, nor will lesson coupons be issued if lessons are cancelled for other holidays or for personal events such as birthdays, anniversaries, school activities, and vacations. Instructors may make exceptions at their own discretion for weddings, funerals, injuries, and illnesses.

Sunday and Holiday Lessons

Treble Strings is officially closed on Sundays. We do not return calls or respond to messages received on Sunday or after 8 PM Central on Saturday night until Monday. It is also not possible to contact us on holidays. However, although the studio is not open, individual instructors may choose to offer home or online 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 any other day of the week, 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.

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.

Video Chat 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.

Video 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.

Flipped Lessons

The third online option we offer is what we call "flipped lessons," so named because they are based on the flipped classroom concept. 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 schedule a studio or video chat session as needed. There are major milestones in the flipped lesson curriculum at which we will not provide you with new resources until you have met with an instructor, and we encourage you to schedule lessons anytime you are having trouble. You will also need to take at least four 30-minute studio, home, or video chat lessons before you begin the program. Flipped lessons are 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 finances and other factors might make some aspiring musicians believe that studying an instrument alone is their only option. We want to make sure that if you are studying music independently that you are getting the right information and learning to practice efficiently.

Referrals

Treble Strings offers an incentive of a \$5 discount every time you refer a student to us, after they pay for one month of lessons. 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. If the client pays for a month of lessons, you will receive an additional email with a code for a \$5 discount. If you do not pay online, simply deduct \$5 from your next payment and we will cancel the coupon code.

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 referring them to us.

Recitals

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

- ❖ Second Saturday of March: Spring Recital
- ❖ June 21 and the Saturday before or after: Make Music Day
- ❖ Second Saturday of September: Fall Masquerade
- ❖ Third Saturday of December: Christmas Recital

Accompanists are paid \$10 for the recital and \$10 for each rehearsal. Each participant will be charged accordingly. Payment for the accompanist is due one week before the recital. 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.

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 wait until during or after the reception to present students with these items.

Spring Recital

The spring recital is a formal event. Participants 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. Shoes must have closed toes. Hats and any other 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.

Make Music Day

Treble Strings students are encouraged to participate in Make Music Day if available in their local community. Make Music Day is an international festival held each year on June 21. It is a celebration of music with an educational focus, and musicians of all ages and skill levels are encouraged to participate. In communities with a Treble Strings Studio, we will hold a recital on Make Music

Day or on the Saturday before or after, depending on what we consider to be appropriate for each community. Unlike our other recitals, this will be open to the public. Participants are encouraged to form ensembles with friends and family members who are not Treble Strings students or instructors.

Fall Masquerade

Our Fall Masquerade is recommended as a first recital, especially for younger students. However, students are welcome to choose a different event as their first performance experience. The Fall Masquerade allows students to wear costumes, which puts some of them at ease because they can hide behind the character they are pretending to be and so feel more confident about performing. Guests are also encouraged to wear costumes. We hold this event in an informal setting with guests seated at tables, and there is no stage. Rather than having a reception after the recital, guests eat and socialize while students and instructors provide the entertainment. All costumes should be appropriate for a family event. The point is to create a fun, low-stress environment for children. Full-face masks, fake blood, and certain types of characters (witches, zombies, vampires, demons, etc.) commonly associated with Halloween do not accomplish that, which is one of the reasons we hold this event in early September instead of late October. Instead, we recommend dressing as characters that make children feel brave, such as heroes from their favorite books and movies.

Christmas Recital

Just like our Spring Recital, the Christmas Recital is a formal event and has the same dress code, but holiday colors are encouraged. Participants are not required to play Christmas music. Christmas carols are limited, so we do strongly encourage participants to submit their entries early. Participants may wear holiday hats and hair accessories as long as they are secured so that they remain in place when 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, 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 may record recital performances. Audience members are welcome to do the same 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.

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 studio, parents may sit in the waiting room if the classroom door 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. 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 often provide lessons in their own homes or studios or in the homes of our clients rather than our studio. Even when lessons are held in the Treble Strings studio, it is not possible for us to monitor interactions between students and teachers. 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 for Treble Strings before we have a signed lesson agreement on file.