

Glendening Music Studio Handbook & Policies 2023 Share the Music in You!

- ❖ Vision & Mission Statement..... page 2
- ❖ Attendance Policy..... page 2
- ❖ Lesson Expectations..... page 3
- ❖ Teacher Expectations..... page 4
- ❖ Parent Expectations..... page 4
- ❖ Payments..... page 5
- ❖ Photo & Video Release..... page 5
- ❖ Legal Contract..... page 6

Vision & Mission Statement

Glendening Music Studio strives to be an accessible music school in Houston and the surrounding communities. We aim to create an atmosphere that focuses on student growth and accomplishment. Our purpose is to unite the many threads of music thriving in the world today by creating the next generation of well-educated musicians who will also have a strong sense of com. From music theater to rock to classical and choral preparation, any musical encounter or skill that a student wishes to have can happen at GMS. Natalie, owner and founder of GMS, specializes in vocal pedagogy, with an emphasis in voice changes and vocal rehabilitation as well as preparing students for college auditions. We value master teachers who understand that a lifelong love of music produces a rounded human – and we hope to attract and inspire students who value the joy of creating music in a supportive and creative environment. Music is a universal language, and GMS is a universal studio – all traditions, religions, and cultures are welcome and we strive to incorporate music from around the world.

Attendance & Cancellation Policies

In order to participate in any lessons or classes, a completed student information form must be submitted before participation will be permitted. Parents and guardians must submit contact information and agree to the studio policies contained in this handbook. Please also note that a valid email address is required to sign up through our website, where you will receive verification and reminder emails.

- If given notice 24 hours or more before the lesson, a makeup lesson may be scheduled within the same month. Students and parents can reschedule at their convenience through the website. If a makeup lesson is not possible, a credit toward the next month's lessons will be given according to studio policy. Please confirm all credits with the studio first.
- If given notice less than 24 hours before the lesson, neither a credit nor a makeup lesson is guaranteed. If due to an emergency or unexpected illness, the instructor may offer either option in accordance with studio policy on exceptional basis only.
- If there are any planned or long-term absences, contact the studio as soon as possible. Depending on the time of notice, the studio may not be able to provide a full refund of tuition, credits, or other fees.
- More than 3 no calls, no shows in a row will result in automatic removal from lessons and no refund will be offered. If due to an emergency or other event out of the control of the parent/students, re-enrollment may be offered on a case by case basis.

The studio recommends rescheduling a lesson in the same calendar week as it continues regular practice growth and teacher direction. Two lessons in one calendar week, if scheduling and student growth allows, is another option to make up for missed lessons. If a lesson must be canceled for bad weather or a teacher cancellation, the student may ask to reschedule a makeup or enter a credit at their discretion. If a student is not present for the start of their lesson but arrives late, the instructor will only teach for

the booked time – this is to respect our instructors and other students’ time.

It is common for students and families to take time to travel for holidays and the summer. Please communicate any extended absences to the studio as soon as possible to ensure that your account is not charged or to refund your tuition. Unfortunately, we cannot guarantee lesson times in the event of an extended absence, but the studio will make every effort to accommodate your student.

Studio closures due to holidays are calculated into that month’s tuition, so no refunds, makeups, or credits will be necessary – if you feel the total amount of your tuition payment is incorrect, please reach out to the studio as soon as possible. Check our website, Facebook and email newsletters for upcoming holiday closures.

Lesson Expectations

The #1 thing you need is a desire to excel! When you sign up for lessons, it is expected that you are studying because you want to become a better musician and to enjoy playing your instrument. Learning a musical skill and instrument is intense and challenging, but the rewards of study are wondrous and lifelong. If you have difficulty meeting lesson assignments, become discouraged, or have substantial other obligations that week, talk with your teacher! Helping you reach an ever-higher level of personal and performance achievement is your teacher’s highest priority. Quality communication allows you to have the most enjoyable lesson experience and reach your greatest potential. For each lesson we ask that students bring all required materials such as piano books or binders, as well as other supplies requested by the instructor.

General Guidelines

- Log in at least 5 minutes early to account for any technological issues during virtual lessons for all scheduled lessons, classes, and performances.
- Bring all materials: notebook, pencil, water, music, instrument, a great attitude!
- Ask questions if something is unclear. If an assignment did not make sense, please ask about it at the beginning of the lesson.
- Silence your phone!
- Take notes throughout your lesson – it is highly recommended you use a notebook to do this since writing things helps you remember them.
- Record your lessons. Due to the rapid pace of lessons, it is possible you may not be able to write down every direction or recall demonstrations perfectly. Recording your lesson is highly recommended.

Practice and Note Expectations

- Use your lesson notes. Treat your lesson notes as a checklist and try to improve on every point each time you practice.
- Listen! Listen to your lesson recordings, listen to recordings of your pieces, listen to pieces and excerpts recommended during the lesson.
- Ask questions. Email if something is unclear. No question is too inconsequential!

Do not wallow in confusion between lessons; ask questions!

- Practice with your parents. For younger students, daily practice with parents is essential, but even for older students, another opinion can be very helpful. Asking siblings should be done at your own risk; they are known to bite.
- Help students reserve a regular time for practice each day. This can be done all at once or divided into two or more daily practice sessions.
- Provide a practice environment that is free from interruptions – family, friends, TV, computer, or phones.

Teacher Expectations

- Provide individualized instruction for each student, maintain a positive and enthusiastic atmosphere for learning, and encourage a feeling of success at each student's individual rate of learning.
- Provide recommendations for music and materials, assignments matched to individual student's needs, goals, and learning style and maintain a large music lending library.
- Offer performance and enrichment activities with a balanced program of theory, technique, ear-training, sight-reading, and performance opportunities.

Parent Expectations

- For beginners or students under age 12, your involvement is essential, both in the lesson and in-home practice. When you actively follow and participate in lessons, take notes, ask questions, and practice daily, your child will progress rapidly. After the first couple of months, the novelty wears off and daily practice becomes a challenge. Be positive and encouraging – as a parent, you are the coach. Often, practice goals seem far away or impossible, but you can provide direction, diligence, and encouragement.
- Be engaged in the lesson. Your child will only be as invested as you are. Turn the phone off and join in the lesson! We recommend that you be present for the entire duration of the lesson.
 - Take notes. Even the most organized children struggle to take lesson notes that are useful after two days. Model good note taking from an early age so your child can be organized and independent later!
 - Record or take pictures. Sometimes good notes are not as helpful as a quick video or picture.
- Be financially responsible and communicative. Check your student's notebook, studio Facebook and website, and studio emails regularly and communicate any questions or concerns you may have about your child's progress.
- Be involved in your child's at-home practice as appropriate for their age and skill level – younger children especially need help from parents with their practicing and will benefit from one-on-one daily assistance.
 - Learn to improvise with your child and improvise together frequently – no

music skills needed! Ask your teacher for more information.

- Listen to classical, jazz, and other music together and discuss what you like.
- Take lessons or practice yourself!

Payments

Payment is due each month to ensure your lesson time through our website at gmusicstudio19.com. Please contact us with any issues with paying through the website. Please also note that December is a shortened month for lessons and will be reflected in your payment.

Here at GMS, we understand that financial situations can change and that music lessons are often a luxury - if an issue with payment arises, please speak to the studio as soon as possible to find a solution. While GMS encourages students to continue their practice as long as possible, in the case of stopping lessons, refunds are dependent on the date of written notice.

- If received by the 7th of the month, 75% of tuition may be refunded.
- If received by the 15th of the month, 50% of tuition may be refunded.
- if received AFTER the end of day on the 15th, **NO** tuition will be refunded.

Photo & Video Release

By initializing below, Parents, legal guardians, and students hereby give permission to Glendening Music Studio, LLC to take photographs and videos of their child(ren) and use them in printed or online formats for advertising and educational purposes. Photos and videos may be used in the studio scrapbook, advertising materials, lesson demonstrations, professional presentations and blogs, and on studio owned websites, blogs, and Facebook pages. The studio follows online safety rules in this matter. Photos taken by the teacher OR that are shared with the teacher by other parents or students of gatherings or performances become the property of the studio, may be edited, and can be used at the discretion of the teacher in regards to the studio. Parents, legal guardians, and students expressly release Glendening Music Studio, LLC from all claims which they have or may have for invasion of privacy, defamation, or any other cause of action arising out of exhibition or distribution of any materials in which their child(ren) may appear.

Please INITIAL one line below:

_____ Instructor may use student photos and videos as described above, may identify student by first name, and may tag the parent(s)/guardian(s).

_____ Instructor may use student photos and videos as described above but please do not identify or tag the student.

_____ Instructor may NOT use student photos or videos as described above

PARENT AGREEMENT: I have read the Studio Handbook and Policies and agree to abide by all the terms and conditions in that document. I acknowledge my financial responsibility to Glendening Music Studio, LLC and understand the cancellation and rescheduling policies.

Legal Contract

This Studio Policy is a legal contract made between Glendening Music Studio, LLC, and the student and/or parents/guardians, for the provision of private music instruction services by Glendening Music Studio, LLC, to students. The undersigned has read the Glendening Music Studios Studio Policies and fully understands its terms, conditions, and provisions. The undersigned agrees that if any portion of this Studio Policy is held to be invalid, then the remaining portions shall continue in full force and effect.

To ensure your student's safety, please ensure appropriate supervision during virtual lessons. Glendening Music Studio, LLC, instructors and staff do not supervise children before and/or after lessons, and cannot intervene in a digital setting if something were to happen to the student. Unless written notice is given to the studio, permission is granted to Glendening Music Studio, LLC, and its operators to seek medical treatment for the participant in the event they are not able to reach a parent or guardian.

Parents, legal guardians of minor students, and adult students fully waive and relinquish any and all claims against Glendening Music Studio, LLC and its owners, instructors, agents and employees from injuries or damages as a result of participating in any activities or classes in any way associated with Glendening Music Studio, LLC. Parents, legal guardians, and students further agree to indemnify and hold harmless Glendening Music Studio, LLC from any and all claims resulting in injuries, damages arising out of, connected with or in any way associated with the activities of any of the programs.

Legal Contract

KEEP A COPY FOR YOUR RECORDS

Please print, sign and date below. This indicates the policies within this handbook are understood and that all parties involved with Glendening Music Studio, LLC are bound by the terms herein.

Print Full Name

Signature

Date

All policies and agreements in this handbook are updated frequently - however, please make sure to check our website gmusicstudio19.com for the most recent version of the handbook.

**Please note that the policies laid out above are in accord with recommended professional policies of the National Association of Teachers of Singing, found here: <https://www.nats.org/code-of-ethics.html>. This handbook spells out the respective contractual obligations and responsibilities between the Glendening Music Studio, LLC, and the student/responsible Parent. Glendening Music Studio, LLC, has found that the relationship between Glendening Music Studio, LLC, and student/responsible Parent works to everyone's benefit if we clearly set out the terms and conditions under which the Glendening Music Studio, LLC, will provide music instruction to the student. Therefore, all parties agree to be bound by the terms and conditions of this Agreement. Glendening Music Studio, LLC, reserves the right to update or modify these policies at any time and without prior notice unless a material change is made; in which case we will notify you through the email you have on file. Your use of our services following any such change constitutes your agreement to follow and be bound by the policies as changed.*