



1. Lesson Package & How We Operate: Lesson packages will be available in a variety of sizes. Lessons rollover semesters, months, or seasons. E.g., if you purchase 8 lessons you get 8 lessons even if it takes 12 weeks to complete them (barring late cancels). Unused lessons expire one (1) year from purchase date. You are always free to change your lesson duration at any time or change your lesson package at the end of the cycle.

We operate on a trimester schedule which may or may not line up with your school's own calendar. Our trimesters are as follows;

- Winter Session - January 1st through June 15th
- Summer Session - June 16th through August 31st
- Fall Session - September 1st through December 31st

Lessons are on a set weekly schedule and are the same time every week. Lessons over holiday breaks are offered and are dependent on your instructor's availability as well as yours.

We have an extremely high retention rate and operate under the assumption lessons will continue for your student unless we are specifically told they are discontinuing in writing. If your student takes a short break due to scheduling or other activities, we cannot guarantee the same day and time when they come back.

2. MyMusicStaff, Payments, and Fees: We are proud to partner with MyMusicStaff.com. Upon signing up for lessons you will receive an email to sign up. Please be sure to sign up as a student, not as a school. This service is free to you and helps track everything from homework, lesson dates, cancellations, and any payments or charges.

- Lessons that have been cancelled will have a small red "x" next to the lesson time in the calendar.
- School announcements will also be available on the calendar (no-school days, holidays, recitals etc.).
- Any shared pieces of music for your student will be available through the "online resources" tab under your instructors name.
- Your instructor's contact info (number and email) will be available via the "contact info" tab.
- You will see an account balance. This reflects the dollar amount for the number of lessons you have purchased in your lesson package.
- To view your student's homework or lesson notes please use the "attendance and notes" tab.

Invoices are payable by using Zelle, Venmo, or ApplePay. Your invoice will also include a link to pay via debit / credit card which will include a small convenience fee via Stripe. Wesley School of Music does not store your credit card information but Stripe can at your convenience, if you choose to.

Invoices are due 10 days after being issued. After 10 days you will be charged a 10% fee. If two (2) lessons occur without updated payments you may lose your day / time slot. Unfortunately, we cannot hold slots open for unpaid lessons. If there are any issues paying within that timeframe, please reach out as soon as possible so we can work out a solution together.

3. Cancellation Policy: All cancellations are required to be done at least 24 hours before your lesson, by cancelling directly on MyMusicStaff or via written message to Wesley School of Music or your instructor directly.

Each student is allowed one late sick cancellation per trimester as outlined in section 1. The cancelled lesson will have the option for a makeup date subject to availability or rolled into the next trimester to be used. This cancellation **MUST** happen no later than 4 hours before the schedule lesson time or the student will be charged.

We hold our instructors to this same policy. You will have a minimum of 24 hours notice of a cancellation. Each instructor gets 1 sick late cancellation per trimester which must happen no later than 4 hours before the scheduled lesson time.

4. Referral Policy: If you know someone who is looking to take music lessons then please refer them to us! For every student referred that purchases a lesson package, we will credit you with two free lessons!

Want us teaching in your school? Connect us! If we begin teaching at your school and 5 students sign up for a lesson package your student gets a free semester of lessons!

5. Materials & Being Prepared: Our instructors will advise you on any educational materials that you need. Students can purchase the book themselves or we could order them for you upon request and will invoice you for the materials. If you have any questions on instruments, picks, strings or anything of the sort please don't hesitate to reach out directly.

Be on time for your lesson. Our schedules are full. If your student is tardy your instructor may not be able to stay later to make up for that time. If the instructor is running late to your lesson that time can be made up that day or the extra time can be made up at a future lesson date.

Materials and instruments (when applicable) are necessary each week. Instructors may have extras or backups but nothing replaces **YOUR** instrument and materials with written tips / notes / teaching points.

6. Practice: Practice is absolutely essential.

Kids these days are busier than ever, and their free time is minimal. However, we also know students who practice regularly and consistently will always advance faster than students who do not. Lessons alone are not enough to ensure that your student is making the most of their music education. Regular focused practice is essential to the development of the necessary skills, knowledge, and confidence needed to be successful in learning music.

Students' musical improvement does not rely on the student and instructor only, but also on the parents. Many studies and our own experiences find that student's motivation and advancement are affected by their instructor and their parent's support. We cannot stress it enough to be engaged and active in your student's learning. A strong support system from home combined with instruction creates an atmosphere a student can thrive in.

Some tips for practicing at home:

- **Regular practice is paramount.** Practicing 15 minutes per day is better than practicing 2 hours one day a week.
- **Find a consistent schedule,** whether it's everyday or 3 days a week. Practice before homework; it's easier to skip practicing at the end of the evening than it is to skip homework.
- **Actively practice.** Be aware and engaged during practice, don't be a zombie mindlessly going through the motions. 5 minutes of active practice is better than 30 minutes of plinking around.
- **"If you're practicing and it sounds good, you're doing it wrong."** Doing something you don't know how to do is called practicing. This means repeating the same part over and over until you are comfortable. Doing something you already know how to do is called playing. Neither is better than the other but they do have different end goals.
- **Perfection is not the goal.** Music is not perfect, and that's what we love about it. Mistakes will happen and life goes on. Striving for perfection sets an unattainable goal. Aim for confidence and smoothness instead.
- **Communication!** Don't be afraid to reach out about any concerns or questions you have about your music education, progress, or practice habits. All artists hit roadblocks or become stuck and frustrated with a concept, skill, or piece of music. If this is happening please communicate and we can focus on how to tackle the hurdle together.
- **Have fun!** Cliche? Yes, but necessary. Creating music and playing an instrument should be a fun, creative, and engaging experience. We want every student to succeed and enjoy making music!