

Versatile Voice Academy
Studio Policies
Last updated May 1, 2023

Lesson Attendance

Please provide 24-hour notice of any schedule changes or cancellations by logging into the Student Portal and making the necessary changes in the calendar. Changes made with less than 24-hour notice mean student is responsible for full payment of lesson fee.

Student absences are not eligible for refunds.

Make-up credits will be offered for student absences where advance notice has been given.

Regular attendance is expected. Excellent communication is required if a student will miss lessons or be late.

Students are required to bring a journal, reusable straw, water, and any recommended sheet music or music books to every lesson. Forgotten music can be re-printed for \$5 per page.

Please do not come to lessons if you are sick. Instead, please request a virtual lesson for your assigned lesson time. Student should be fever-free for 24 hours and be clear of any stomach issues for 48 hours before returning. Students with Covid-19 and flu are expected to abide by CDC guidelines before returning. Students who come to lessons while sick will be dismissed.

To ensure equal access to make-up lessons, students are limited to 2 make-up lessons per school year. Lesson swaps with other students are not limited as long as both parties and the teacher agree. Make-up lessons must be used within 30 days of initial absence or student forfeits the lesson. Teachers are not required to come in outside of their regularly scheduled hours for a make-up lesson. Students are responsible for scheduling make-up lessons on the Student Portal.

To be eligible for make-up lessons, your teacher must receive at least 24-hours notice of any missed lessons via the Student Portal. No-shows or forgotten lessons are not eligible for make-up lessons or refunds.

Make-up lessons cannot be rescheduled.

Lessons cancelled by your teacher will be rescheduled at a mutually agreeable time or a lesson credit will be issued towards the following month's tuition charge. In some cases, other Versatile Voice Academy teachers may temporarily teach lessons for another teacher's studio in lieu of a teacher cancellation. If this is the case, you will receive an email notifying you of this change before your lesson.

If a student is late, time for lessons will not be extended and the lesson will end at the scheduled time. If a student is more than 15 minutes late, the student forfeits the lesson as a no-show. If teacher is late, missed time will be added to the beginning/end of a future lesson at a mutually agreeable time.

In the instance of inclement weather and illness-related alerts, teacher may opt for temporary virtual lessons. Students and parents will be notified of this change through email and text message when necessary.

In the instance of habitual cancellations totaling 3+ in a 3 month period, teacher reserves the right to remove student from studio. In this case, any prepaid lessons will not be refunded.

In the instance of a student taking a long-term break totaling more than two consecutively-missed lessons, the student forfeits their guaranteed lesson slot and teacher may opt to fill the lesson spot with another student. **Versatile Voice Academy does not guarantee lesson spots are held for students taking a long-term break.** Students who wish to hold their lesson slot in their long-term absence may pay the lesson fee in full during the time missed to guarantee their assigned lesson time will remain open for them when they return. If a student chooses to be removed from the schedule with intentions to return after their break without paying for time missed, their assigned lesson time and previous pricing is not guaranteed to be available when they return and will essentially become a “new student”. Students who intend to miss more than two consecutive lessons must give 30 days notice in writing.

Tuition & Billing

Tuition is due on the 1st day of each month.

Invoices will be emailed to the account holder(s) at the start of each month.

Auto pay is required for all new students. Existing students may choose auto pay but are not required to use it unless their account becomes past due twice in a calendar year.

Versatile Voice Academy accepts cash, check, Venmo, all major credit cards, Apple Pay, and Zelle. There will be a 4% processing fee for all credit card payments.

Payment for lessons is due before the start of scheduled lesson. Unpaid lessons will not be given unless a prior arrangement has been made with the owner’s permission.

A \$30 late fee will be assessed after the 5th of the month plus \$10/wk that payment remains late. Auto pay will be required for accounts that are past due more than twice per calendar year.

Studio Calendar

In order for the studio to remain flexible, everyone must utilize the Student Portal. A link to the Student Portal can be found on the Current Students tab of our website. If you need to change lesson times, use the Student Portal. Remember, in order for you to swap, someone else has to swap also. Please check back regularly if you do not see a time slot that works for you.

You may choose to pay a \$10 administrative fee in lieu of using the Student Portal. In this case, please notify your teacher of requested change and the teacher will apply the charge to your next statement.

Versatile Voice Academy follows the School District of Janesville calendar as well as cancellations for inclement weather. If the School District of Janesville has scheduled off days, there will be no lessons for that day.

Regular session is September through May and follows the start and release dates of the School District of Janesville school year. Flexible summer scheduling is an option and includes Summer Lesson Packages of 8 lessons or regular weekly lessons June-August.

Practicing

Practicing is a requirement for all students if they wish to make progress in their studies. Students should practice a minimum of 20 minutes per day. Parental involvement is required for students under 14 in supporting student's weekly practice sessions. Post-lesson emails will be sent to parents so they are aware of the teacher's expectations for practice. Students who are 15 and older should plan their own weekly practice sessions that meets their musical goals.

Supplies

Students are required to bring a journal, reusable straw, water, and any recommended sheet music or music books to each lesson. Students are responsible for purchasing assigned curriculum books and sheet music. Please do not steal sheet music.

Studio Conduct

Versatile Voice Academy is meant to be a safe space for all individuals regardless of race, gender identity, ethnicity, ability, religion, or sexual identity. We strive for diversity, equity, inclusion, and accessibility for all of our students and employees. If we miss the mark, we would appreciate a conversation with you about ways we can improve. We truly feel it is important for all artists to feel safe to create while in our studios.

Our students are held to the highest of artistic and personal standards. If a behavioral issue does arise, we will promptly discuss with a parent/guardian. A repeated issue can result in removal from the studio. There is a zero tolerance policy for bullying or any unkind interactions between students in class settings. Insults and disrespect for a student's artistry will not be tolerated.

Registration and enrollment at Versatile Voice Academy is consent to these policies.