

Cheryl A Lockett Studios (CherylLockett.com)

Standard Policy, Cost Guidelines and Student Agreement

The Standard policy and procedures as it applies to the client(s), in reference to payments, schedule and attendance is stated below. Because of the delicate nature of this service, as teaching artist, the right to refuse service to anyone is reserved.

STANDARD COST OF SERVICE \$150.00 per month

(Service rates subject to change without notice.)

\$75.00 per session hour

\$37.50 per half hour session

2018-19 Service Rate

The fee structure for private voice lessons and coaching sessions for youth and adults (ages 7 and older) is listed below. For months within a calendar year that has five weeks opposed to four, clients may opt to use the extra week as a make up session or take off. Regardless, the assigned rate is required and due monthly, on a prepay basis. What is required at sign up/registration is completion of the Policy and Hold Harmless Agreements, and payment for the first and last month of service. Therefore, whichever rate is quoted to the client, that amount plus the amount for the last month must be paid. Listed below as a sliding scale are discounted rates. If your assigned rate is a discounted, no other discounts or credits are negotiable.

GENERAL RATE

\$125.00 per month (4 one-half hour sessions at \$31.25 each) – Adults and schools.

DISCOUNTED RATES

Onsite or Online Studio Sessions for Downtown Merchants, Members of US Military (ID Required!), State and local agency workers.

\$110.00 monthly (4 one half hour sessions or 2 one hour sessions, per person).

SKYPE Sessions (ages 13+)

\$100.00 per month: On-line sessions for 4 one half hour sessions. Please note: All Skype sessions require a stable high-speed Internet connection, a quality web camera with speakers and microphone, and/or set of headphones. As well, the student participating in the Skype session will require an exclusive work area away from interruptions during their sessions. For initial contact with instructor, send an email request through Skype to Cheryl@cheryllockett.com to initiate and establish user transmission.

Student Rate (K12, College-ID required!)

Ages 10+ - \$100.00 per month for 4 one half hour sessions.

Ages 7-9 - \$85.00 per month for 4 one half hour sessions. This rate also applies to ages 5 and 6, whereas acceptance in to music and fine art enrichment sessions are on a case-by-case basis.

Registrations Fees for All Sign-ups (single and multi-family member fee breakdown).

1st student - \$20.00,

2nd student - \$10.00,

3rd student and each additional - \$5.00 each.

Cheryl A Lockett Studios (CherylLockett.com)

PAYMENTS

Payments for all music sessions are on a pre-pay basis and must be secured prior to services rendered, and on a monthly basis. As well, the first and last months must be secured before any services are rendered. Billing and invoices are submitted via email and on the 27th day of each month. All payments are due by the 1st day of each month regardless of monthly session schedule. Payments received on or after the 4th day of each month will incur a 25% late fee charged to their account. After the 10th day of an unpaid account, the slot will defect and the student will be dropped without notice. A timely payment as well as, communication secures the session slot. If there is a planned vacation or holiday, even spare of the moment time away, the Client is still required to secure their session slots for the month in the manner listed above. If there is no communication regarding your payment by the 5th day of the month, the client will lose their session slot, without additional notice.

All payment received, regardless of its form; cash, check, money order, or Credit Card will be acknowledged with a receipt, statement or invoice, which reflects the payment and is non-refundable. For additional information, please refer to attendance policy.

The following forms of payment are accepted:

PayPal or GoPayment - Please note: Sessions payments secured through PayPal or GoPayment (credit card payments) must post to account prior to the first scheduled session and will include a \$5.00 online processing fee. Please note that after payment is made, the transaction takes 3-4 business days to actually post to the business account. Therefore, if a payment is made by credit card on the 1st day of the month and does not post to the business account until the 5th day, a late fee of 25% of the monthly flat fee will be applied to the client account and must be paid.

Credit Card – All credit card payments are accepted via PayPal or GoPayment (Intuit) only. The process is as follows: An invoice will be submitted to client via PayPal or automatically through Musicteacherhelper.com, a program that manages student sessions, billing and email correspondences. The client will receive an email requesting payment and will be instructed to enter their credit card number. Thereafter, the customer can pay using their credit card. This keeps customer data safe, and relieves the service provider from having to request the client's credit card information. Individuals who choose to pay by credit card over the phone, their payments will be processed through GoPayment services, a credit card product of Intuit. An online receipt will be provided as well, via email and/or a text receipt can be sent to your cell phone.

Checks – To secure the financial stability, all payments made in the form of a check will be cashed at the client's financial institution, before being deposited into the service account. All checks must be from a local financial institution/bank. If a check written by a client is deposited directly into an account of the voice studio and the check from the client is returned for non-sufficient funds, the client is responsible for paying the amount that the check was written for, and for paying the bank fees up to \$35.00 per check item that is returned. No services will be rendered until the payment is cleared.

Money Orders or Cashier Checks – All money orders and cashier checks must be issued locally. This means, by a financial institution with corporate offices based in the

Cheryl A Lockett Studios (CherylLockett.com)

United States of America, and its currency (local banks, credit unions or the U.S Post offices).

Cash – Always accepted, and a payment receipt will be provided except for counterfeit. The client will be liable for the cost of all services and fees involved with counterfeit resolution including legal fees and bank charges. Also, please note: One hundred dollar bills not accepted and cash payments must be submitted for the exact amount of the session. No change available.

SCHEDULE AND ATTENDANCE

Schedule

Sessions and Fees: Based on the needs assessments determined by the instructor and student, sessions can be arranged in one hour increments or half hour increments. Regardless, all sessions must be prepaid to secure either four half hour sessions, four one hour sessions or two one hour (weekly or biweekly) sessions. To ensure an effective enrichment and learning experience, it is important that the client is committed to maintaining a consistent schedule for both on-site sessions and practice at home.

Attendance

All minors (any child under the age of 18 years old) must have parent or guardian on premises and available for the child at all times. No exceptions! This is not a childcare facility!

In event, under rare circumstance, a parent/guardian leaves the premises while their minor child (any child under the age of 18 years old) is in session and does not return by the end of their child's session, the client's account will be charged a \$5.00 late fee for every 15 minutes that the custodial parent/guardian is delayed in the pick up of their child.

Cancellation – Cancellation must be made with advance notice of 24 hours. All no shows or no calls will not be made up and no credit will be applied to the client's account. If a make up lesson has been scheduled and a student does not show or cancels a make up session, that session will not be rescheduled. As well, no credit will be applied to the client's account.

Illnesses – If you or your child is sick with a cold or flu, and/or have fever, stay home. Do Not come to the studio and spread germs with others. You will be turned away. As well, when a person is sick, it is difficult to perform or present.

Rescheduling – To reschedule a session to a different day and time, due to an unforeseen turn of events or situations beyond your control, contact the instructor in advance and make the arrangements to secure a different day and time, if possible. Keep in mind, additional slots may not be available because they are secured by other students.

Make Up Lessons (MUL) – All make up sessions must be scheduled within the same week or month, usually on a Saturday under a group session or 1-on-1 at the studio or via Skype (age permitting – 13 years or older). Make up sessions do not roll over to the next month. Students are allowed two make up two lessons with advanced notice. However, if a student cancels a make up lesson, it will not be rescheduled.

Cheryl A Lockett Studios (CherylLockett.com)

Late/Tardy – When late or tardy to a session, compensation for time lost is not granted. For example, if a client shows up 5 minutes late to a session, the remainder of their session will be 25 minutes, without exception.

Vacations – 25% of regular monthly fee (adjusted or modified fees do not apply) will be charged to the client's account upon request to hold a specific time slot while the client/student is away on vacation.

Holidays – There are no holiday credits. Regardless of holiday schedules, the monthly fee is still due, in full.

Termination of Service – If a client wishes to terminate the service for any reason, a 30-day notice of termination is required.

Reminder: After the 10th day of an unpaid account, the slot will defect and the student/client will be dropped without further notice. A fee of 50% of the student rate will be charged to the client's account for non-payment and for failure to provide a 30-day notice of termination. Thereafter, the unpaid account will be placed into collection 30 days from the initial due date. Additional penalties may apply. Take note that a timely payment secures the session slot and the right is reserved to refuse service to anyone. In the case where session slots are full, prospective clients can still register and be placed on a waiting list, as slots become available, an email announcement will be made to individuals on the waiting list.

PROPERTY DAMAGE

The studio environment must be respected and equipment must be handled with care. The instruments are not toys! Permission must be granted before an individual handles any equipment. If studio property is damaged by a client or guests of the client visiting the studio, at any time, the client will be held liable for all costs involved in replacing the property/equipment, without exception. You Break It, You Buy It!

CONTACT INFORMATION

Instructor – The instructor/coach may be contacted by phone or via email correspondence. The information is listed below. Keep in mind that all meetings are arranged by appointment only. Walk-ins or unannounced onsite inquiries are not accepted.

Voice Message: (916) 529-4973 or (209) 720-4997
(Text Messages are not accepted at these numbers!)

Email: Cheryl@CherylLockett.com
Mailing address: PO Box 3263 Merced, CA 95344

Student – Email and telephone contact information is required of the student as well as parent/guardian identification, where applicable. All minors must have parent or guardian on premises and available for the child at all times. No exceptions! This is not a childcare facility. In event, under rare circumstance, a parent/guardian leaves the premises while their minor child (under the age of 18 years old) is in session and does not return by the end of their child's session, the client account will be charged a \$5.00 late fee for every 15 minutes that the custodial parent/guardian is delayed in the pick up of their child.

Cheryl A Lockett Studios (CherylLockett.com)

Student Management Website

Login to: Cheryl.Musicteachershelper.com

How to Access Sound Files, Documents, and make Practice Log entries on Cheryl.Musicteachershelper.com website.

Instructions:

FILE AREA (access)

1. First, log on to the websites cheryl.musicteachershelper.com then enter the username assigned to your account. If a username has not been created for your account, please advise and one will be created for you. Regarding your password, once created, if lost or forgotten, there is no visible access. However, the password can be reset upon request.

2. Next, select "DASHBOARD" from the left sidebar pull-down menu. Once that feature is selected, within that menu select the "File Area" option. The "File Area" will render a list of files that are assigned to your account (the files can be music or document files). After the list of songs appear, look to the far right of the list and select the option "Download" icon. After you download the files, your music or mp3 player will be able to process the music.

PRACTICE LOG (entry)

1. Select "PRACTICE" from the pull-down menu to log the day and times of student practice sessions.

Cheryl A Lockett Studios (CherylLockett.com)

Student Rate Agreement for _____ (age:) DOB:

\$150.00 per month at \$37.50 per half hour (4 one half hour sessions), which is to be paid on or before the first of every month, based on schedule availability. Upon sign-up/registration both first and last month payments must be made. Payments received on or after the fourth day of every month will incur a **25% late fee** applied to their account, without exception. Please note, months that have five session weeks opposed to four session weeks, clients may opt to use the extra week as a make up session or take off. Regardless, the assigned rate is required and due monthly, on a prepay basis, in full. Because the rate is reduced and at its minimum for the service offering, no other discounts or rate reductions are negotiable. After the 5th day and/or 10th day of no communication on an unpaid account, the client will be dropped and any unpaid balances will be forwarded to collections and/or a claim will be filed in a court of law to recover any unpaid balances and include filing and other fees or costs against you.

Orientation date/time: Start date/time:
Session dates:

Instructor Signature: _____
Print Instructor Name: Cheryl Lockett

By signing, I confirm that I am the parent, legal guardian, grandparent of a minor child or enrolling as an adult client who hereby acknowledge that, "I have read, understand and agree to all of the aforementioned policies and expectations of this agreement and will adhere to the terms herein and assume full responsibility of payment".

Student Signature: _____
Print Student Name:

Client, Parent or Guardian Signature: _____
Print Client, Parent or Guardian Name:

Student Contact Information

Address:
Telephone:
Email:

Office Use Only! Referral Source:			
<input type="checkbox"/>	Payment #	, Amount: \$, Date:
<input type="checkbox"/>	Calendar (CAL/MTH)		
<input type="checkbox"/>	Email		
<input type="checkbox"/>	File Area (Doc/Wav)		
<input type="checkbox"/>	Hold Harmless Agreement		
<input type="checkbox"/>	Consent Form (Photo/Video/Audio/Print)		
<input type="checkbox"/>	Evaluation (Pre/Post)		
CDL/CID#	SSN:	School ID#:	(Required Items!)
			_____ Initial