

**Zach Zaitlin Piano Studio**  
**Policies and Procedures, revised September 2020**

267-918-1171 (mobile)

[zachzaitlin@gmail.com](mailto:zachzaitlin@gmail.com)

[www.zachzaitlin.com](http://www.zachzaitlin.com)

Student account login: [www.zachzaitlin.com/student-portal](http://www.zachzaitlin.com/student-portal)

Mailing Address: 1934 Waverly St., Apt. B103, Philadelphia, PA 19146

## **ENROLLMENT**

Enrollment will be considered after an initial personal-musical audition/interview with the potential student and a conference with parent(s), or with the student if an adult. This initial audition/interview is half-price -- generally \$21.50 for a 45-minute session.

## **REGISTRATION**

Enrollment is complete when parent/student submits a signed copy of the Registration Form (including the Photo Release Form and Lesson Swap List Opt-In, if applicable), and the Enrollment Fee. The once-per-studio-year Enrollment Fee is \$45 per student.

The Enrollment Fee reserves the student's spot in the studio schedule for the studio year and helps defray a variety of administrative and miscellaneous costs.

Once enrollment is completed, the teacher will create a profile/log-in for the new student or parent on [mymusicstaff.com](http://mymusicstaff.com), which enables student/parent to view the lessons calendar, receive monthly invoices and payment receipts, and submit electronic payments-

The best way to access your account is by going to the Student Portal on my website, [www.zachzaitlin.com](http://www.zachzaitlin.com), and then clicking on the option for "Student Account Login Page".

## **TUITION AND BILLING**

Tuition is calculated and charged based on an annual calendar of 38 lessons. This tuition is then split evenly into 11 equal monthly installments due on the first of the month (or the first day of the month that's not a postal holiday), September through July. In other words, clients pay the same flat amount each month even though for some months they may have more or fewer lessons due to how the calendar falls. Clients tend to appreciate the simplicity and consistency of this system, and it allows me to run my business more efficiently and sustainably.

Tuition covers 38 lessons for the year: 32 lessons from September through the week of Memorial Day, plus 6 more flexibly scheduled lessons from the first full week following Memorial Day through July. The year is divided into two terms -- Fall (September through January) and Spring (February through July, including the 6 summer-schedule lessons). Lesson dates and vacation dates are carefully planned to ensure that each lesson day (Monday through Friday) gets 32 lessons -- plus the 6 flexibly scheduled summer lessons -- over the course of the Studio Year.

The Enrollment Fee for the next Studio Year is due on the first post-day of August for continuing students. The month of August and the week of Labor Day shall be a break for all (see "Calendar" below for more details).

Your tuition covers much more than just your lessons, however. In addition to covering actual face-to-face instruction time with the teacher, it also helps cover miscellaneous office time used to work on scheduling

and emails; defrays costs of professional development, association fees, and continuing education; provides for planning time outside of the contact time with the student; defrays recital- and special event-related costs and upkeep/maintenance of the teaching studio and instruments; helps with equipment, memberships, and platforms related to online lessons; and more.

Tuition also entitles the student to free participation in all studio classes and recitals throughout the year. Please see Studio Calendar for dates and times.

Due to the countless benefits of learning with and from other children, collaborative learning in group Music Moves for Piano classes (2-4 students) or Hybrid Overlapping Lessons (i.e., a portion of the instructional time in a group or with a partner, and a portion one-on-one with the teacher) is ideal for younger students through Grade 6.

Most students in 7th grade and above will receive private one-on-one instruction, but having an overlap with other student(s) for part of their hour can be fun and very beneficial when possible.

All students will be carefully and thoughtfully placed in a lesson format or grouping that best fits their educational needs, age, personality, and skill level, in consultation with parents.

**Standard tuition rates for the 2020-2021 Studio Year are as follows:**

**Tier 1 (children in Kindergarten and younger): \$149.50 per month (\$1642.50 annual tuition)**

- Typically 40-55 minutes of group or overlapping lessons

**Tier 2 (children in grades 1 through 6): \$174 per month (\$1916.25 annual tuition)**

- Typically 50-65 minutes of group or overlapping lessons

**Tier 3 (grade 7 through adult): \$199 per month (\$2190 annual tuition)**

- Typically 60-minute private lessons, sometimes overlapping with other student(s) when feasible

Alternative lesson lengths/formats will be considered on a case-by-case basis.

Students beginning lessons in the middle of a month will be charged a prorated tuition installment for the first month. This prorated amount may be greater or less than the normal tuition installment depending on the number of lessons remaining in the year in relation to the number of installments remaining. Students will then begin payments in the above amounts for all subsequent payments through the remainder of the Studio Year.

Since fees are based on an annual tuition with equal monthly installments, your monthly payment will remain the same regardless of the number of lessons in the month; on average, each student will have approximately 3.5 lessons per month, September through July. This results in a simpler, more predictable system for all parties.

Although I cannot require participation in lessons for the full Studio Year (or remainder thereof), a commitment to lessons for the full Studio Year is encouraged and expected. This provides the student with the time necessary for establishing his or her musical routine; for making his or her best, committed effort at musical growth; and for reaping the full benefits of the student's prorated tuition.

All payments are non-refundable.

Invoices are sent out monthly via email through mymusicstaff.com. The invoice will include charges for the student's monthly tuition installment plus any additional fees for books, participation in special competitions, festivals, or auditions.

The **preferred method of payment is through recurring monthly bank checks**, beginning with the September tuition installment, which can be set up easily through your bank's online bill pay feature. Most students use this method and have found it simple and easy. I recommend setting the check to arrive by the 28th of the month or so in order to assure that it arrives by the due date.

Alternatively, payments can be submitted in cash, by traditional check made out to "Zachary Zaitlin", or electronically via mymusicstaff.com or via the link included in your invoice. **Payments are due no later than the first of the month** (or first non-postal holiday of the month). **Late payments** (i.e., payments hand-delivered, paid online, or postmarked after the due date) **must include a \$21 late fee; outstanding late fees will be reflected in the next invoice. Please note that you may have to mail your tuition (or pay online) in order to make it on-time.**

Payments may be mailed to:

Zachary Zaitlin  
1934 Waverly St., Apt. B103  
Philadelphia, PA 19146

Student/parent will receive an electronic receipt via mymusicstaff.com for each payment.

## **BOOKS/MATERIALS**

I will select and purchase each student's books and other curricular materials. The cost of these items will be added as a line-item to the client's next monthly invoice. Client's can expect the total cost of materials for the Studio Year to be between approximately \$40-\$70, depending on student age and progress. I will alert client if we are going to be going over \$70 for the year.

Occasionally, students (particularly more advanced students building up their library of standard repertoire books) will be asked to purchase their own books directly.

## **LESSON TIME LOGISTICS**

### **Online lessons**

To ensure the health and safety of students, parents, myself, and the broader community, all lessons will be conducted online until further notice.

**Online lessons will be held via Zoom at the following Zoom meeting ID: 634 296 0035**

Once you sign on, you will be placed into a virtual waiting room until I am ready to start the lesson at which point you will be admitted. Please note that you may need to wait if you arrive before your scheduled lesson time.

### **In-person lessons (when we are able to return to them)**

When you arrive for your lesson, please let me know you are here by either texting me at 267-918-1171 or ringing the bell for apartment B103. Please aim to ring or text *no more than 2* minutes before your scheduled lesson time. Unfortunately, the buzz-in function does not work in the building and I do not have sufficient space to accommodate lots of waiting students/parents, so this guideline helps to ensure that each student receives the amount of instructional time they have paid for. Please understand that due to these considerations I will not be able to come to let you in before your scheduled lesson time; please plan accordingly. Note also that I may not respond to your text or doorbell ring even though I have heard it, out of an effort to minimize interruption to the flow of lessons. In the off-chance that more than a couple minutes have passed beyond your scheduled lesson start time, please do call me or send a follow up text

message at 267-918-1171.

**All students under age 18 must have a parent or other adult guardian present in the Studio -- or within earshot of online lessons -- at all times during their lesson.**

Parents, siblings, and others waiting during a lesson should make every effort to maintain a productive lesson environment by making as little noise as possible (no phone calls, cell phone sounds, etc.) and refraining from commenting or speaking to the student during the lesson. I understand the urge to encourage or redirect your child at times during the lesson, but this is actually often counterproductive to my work to create a rapport with the student and help them to learn the norms of piano lessons. However, I very much encourage parents to listen, even if passively, to the lesson and my comments so that they can more effectively facilitate and encourage practice at home.

### **YOUR AT-HOME PRACTICE SETUP**

I recommend that every student have or acquire a functioning, well-tuned acoustic piano within one year of beginning lessons. If that's not immediately possible, a full-sized (88-key) digital piano/keyboard with weighted, touch-sensitive keys will be acceptable. **Owning, or having regular access to a full-sized, weighted keyboard or acoustic piano is required for lessons.**

It's also crucial that young students play the piano at a correct, healthy height relative to the piano, and with their feet firmly planted at an appropriate height. This will probably mean using books, carpet squares or, best of all, an adjustable piano bench/chair to ensure healthy seating height; and piano pedal extenders or an adjustable footrest. I'm happy to guide clients toward suitable products. Simply standing while playing can also be a good setup for young students, especially as they work through the *Keyboard Games* series.

I realize this might represent a considerable investment, but these investments are key to ensuring healthy habits at the piano and to helping practice be happy and productive for the student. These items can also be sold to new piano students once outgrown.

### **REFER-A-FRIEND INCENTIVE PROGRAM**

Person-to-person and friend-to-friend referrals are the single most important tool in growing and sustaining our studio. Please consider recommending my services to friends who might be interested in lessons. I would be delighted to speak with them! Each student referred by an already-enrolled client will receive a free trial lesson/interview along with one additional free lesson (I always ask prospective students how they heard about the Studio). If that student enrolls beyond these two free sessions, the referring client will also receive one free lesson in the form of a credit to their account!

### **ABSENCES/CANCELLATIONS**

Tuition is based on enrollment, not attendance, and lessons students miss or cancel will not be made up or refunded. Since I am already reserving your regular lesson time for you (whether you are able to attend or not), making up the lesson at a different time means reserving two lesson times for you.

Please do not come to your lesson if you are sick, out of consideration to me and to other students. If the student is only mildly sick, a video lesson may be requested as an alternative.

A minimum of four Studio Classes -- Play Dates -- will be offered each year.. These can serve as make-up days for students who have missed lessons, or, for those with perfect attendance, as a free bonus! All students are highly encouraged to attend these classes. Please see Studio Calendar for dates and times.

If you must make a long-term change to your lesson day or time, again, please give as much notice as possible and I will do my best to find a mutually workable solution.

In the rare event that I must cancel a lesson, you will be offered a make-up lesson.

### **LESSON SWAP LIST (*for students in private lessons only*)**

Students in private lessons will have the opportunity to participate in a Lesson Swap List. The Swap List allows you to trade lesson times if you run into a personal schedule conflict. Find someone on the list and email them to see if they are willing to trade lesson times for the week in question. Email me to tell me what the swap is. **The swap needs to be arranged and notification sent to me at least 24 hours before the scheduled first lesson.** In other words, the swap list is not designed for last minute changes due to sickness or other unforeseen circumstances.

If a student with a 60-minute slot trades with a student who has a 45-minute slot, the 45-minute slot will not be extended (ie. the student will only get a 45-minute lesson that week). The student who normally has a 45-minute lesson may be given a slightly longer lesson, at my discretion. The same policy applies for swaps involving 30-minute lesson slots.

Should 2 students arrive at once, I will teach the one whose lesson is normally at that time. I am not responsible for any confusion or missed lesson time resulting from miscommunication connected to the Swap List.

Students can opt in to be included on the Swap List by designating their choice on the Registration Form. Note that this will make your contact info and regular lesson time available to all other clients on the list. Everyone on the list will be sent contact and lesson time information for all other students on the list once the studio calendar is established. Contact information from the Swap List should not be used for any purpose other than trying to arrange lesson swaps.

### **INCLEMENT WEATHER**

If inclement weather or other natural conditions make traveling to a scheduled lesson impossible or dangerous, I will make up the scheduled lesson on a future date -- up to one lesson per term, with September through January and February through July constituting the two terms -- ideally later in the same week if the student's and teacher's schedules permit. If more than one lesson per term must be cancelled due to weather/natural conditions, one of the scheduled studio classes may serve as make-up(s) for the missed lesson(s). A video lesson may also be requested as an alternative during inclement weather events.

Lessons will not necessarily be cancelled if schools are closed due to inclement weather, since school closures are often based on conditions in the morning that may improve over the course of the day. If inclement weather presents itself, I will contact students/parents who have lessons on that day to discuss the feasibility of meeting for the scheduled lesson.

### **CALENDAR**

The yearly studio calendar will be given to each student/parent before the start of the new Studio Year beginning in September.

The calendar is divided into two terms: Fall (September -- January) and Spring (February -- end of July/beginning of August).

In 2020-2021, there will be a total of 32 lessons from September through the week of Memorial Day, plus 6 lessons in June and July.

Students take 6 lessons during the summer to retain and build on concepts they learned during the school year and to avoid spending the fall months digging out of a rut, which is an all-too-common and demoralizing experience for many piano students. These 6 lessons are considered an integral part of the student's enrollment in the Studio.

In the spring I will provide a schedule of my available teaching weeks for the summer (end of May, June, and July) and will schedule the student's 6 summer lessons according to my and the student's summer availability.

Summer schedule lessons need not occur in consecutive weeks and may even occur more than once per week or take the form of extra-long lessons if needed and if my schedule allows in order to accommodate summer camps, trips, etc.

Students will have the opportunity to take more than the required summer lessons if desired and can pay for these additional lessons at an *a la carte* rate.

It is the student's responsibility to compare my schedule with their own and to propose 6 summer lesson dates and times in a timely manner to ensure that we are able to fit in 6 lessons during the summer. If the student does not come up with 6 proposed lessons they will still be responsible for the final two tuition installments at the beginning of June and July.

The month of August through the week of Labor Day will serve as a break for all; the new Studio Year begins the week of Labor Day.

### **SPECIAL EVENTS/OPPORTUNITIES**

A minimum of four free Studio Classes -- sometimes fondly referred to as "Play Dates" -- will be offered each year. These classes may take on a variety of forms, from informal masterclasses to fun and enriching music game sessions to community performance opportunities. They are a fun opportunity for students to interact with other students and to make musical discoveries and strides that aren't always found in the typical individual lesson. This is a special and valuable perk of students' enrollment at Zach Zaitlin Piano Studio, and all students are highly encouraged to attend these classes. Please see Studio Calendar for dates and times.

At least two recitals will be scheduled each Studio Year. All students are strongly urged to participate, as performing is an integral part of the musical experience, and performances serve as invaluable opportunities for goal-setting and for the cultivation of a sense of progress and achievement.

### **DISCONTINUING LESSONS**

It should be remembered that music studies aren't a quick, "instant gratification" thing (although they do indeed provide instant gratifications and inspiration along the way!); they comprise an ongoing, rewarding, and challenging journey which provide the student with both short-term and life-long benefits -- musical, cognitive, emotional, and spiritual. There are always natural peaks and valleys of inspiration, motivation, and tangible progress in any musician's journey; we get the true benefits of music studies when we work past the valleys and keep aware of the bigger picture -- **young students cannot grasp this "bigger picture", and so it is the responsibility of parents to do so, and to shepherd children through those inevitable low spots of motivation.**

With that said, sometimes it is the right time for a student to discontinue lessons or transfer to another teacher. The decision to discontinue lessons is one that should be made with thought and care. I urge you to speak with me before making this important decision so that I can do my best to address any needs

you might have, and in order to ensure that lessons end with a positive sense of closure, allowing the most constructive transition for the student.

30 days' written notice is required to end the student's enrollment in the Studio. If the 30-days-later end date is in a subsequent month, you will be billed a prorated tuition for the portion of that month included in your final 30 days. The student is encouraged and welcome to attend all scheduled lessons up to the end date, though that is the student's prerogative.

#### **PHOTO RELEASE**

I will at times take photographs and video of students for promotional/advertising purposes on my website, social media, or on other advertisement platforms. Please see the Registration Form to specify your willingness to have your or your child's likeness used for these purposes.

## 2020-2021 Studio Calendar (some dates may be subject to change)

Color Code: **Payment Due Dates**; **Breaks/Vacations, etc.**; **Special Events**

### 2020

- **Saturday 8/1:** Enrollment Fee (\$45 per student) due, along with completed Registration Form and Photo Release Form
- **Tuesday 9/1:** September Tuition Installment due
- **Thursday 9/10:** Lessons begin!
- **Thursday 10/1:** October Tuition Installment due
- **Saturday 10/17:** Fall Studio Class 1, 10:30 AM
- **Thursday 10/22 - Sunday 10/25:** No lessons
- **Monday 11/2:** November Tuition Installment due
- **Tuesday 11/24 - Monday 11/30:** No lessons -- Thanksgiving break
- **Tuesday 12/1:** December Tuition Installment due
- **Saturday 12/12:** Fall Studio Class 2, 10:30 AM
- **Monday 12/21/2020 - Sunday 1/3/2021:** No lessons -- Winter break

### 2021

- **Saturday 1/2:** January Tuition Installment due
- **Monday 1/4:** lessons resume
- **Sunday 1/31:** Winter Recital, 3:00 PM -- location TBA
- **Monday 2/1:** February Tuition Installment due
- **Wednesday 2/10 - Tuesday 2/16:** No lessons
- **Monday 3/1:** March Tuition Installment due
- **Saturday 3/20:** Spring Studio Class 1, 10:30 AM -- location TBA
- **Monday 3/29 - Sunday 4/4:** No lessons
- **Thursday 4/1:** April Tuition Installment due
- **Saturday 5/1:** May Tuition Installment (9 of 11) due
- **Thursday 5/6 - Sunday 5/9:** No lessons
- **Saturday 5/15:** Spring Studio Class 2, 10:30 AM -- location TBA
- **Monday 5/31 - Wednesday 6/2:** No lessons
- **Tuesday 6/1:** June Tuition Installment due
- **Monday 6/7:** Summer schedule begins
- **Sunday 6/13:** Spring Recital, 3:00 PM -- location TBA
- **Thursday 7/1:** July Tuition Installment due
- **Monday 8/2:** Enrollment Fee, Registration Forms due for 2021-22 Studio Year
- **Monday 8/2 - Wednesday 9/8:** No lessons -- Summer break
- **Thursday 9/9:** 2021-2022 Studio Year begins



**Registration Form, 2020-2021 Studio Year -- Zach Zaitlin Piano Studio**

Student name:

---

Student age and birthdate:

---

Student grade and school:

---

Parent/guardian name(s):

---

Parent/guardian (or adult student) mailing address:

---

Parent/guardian (or adult student) email address(es):

---

Parent/guardian (or adult student) phone number(s):

---

**Policy and Procedures Agreement**

I, \_\_\_\_\_, (parent/guardian of

\_\_\_\_\_), hereby register myself (or the above-listed child student) for music lessons with Zachary Zaitlin during the 2020-2021 Studio Year. I have read, understand, and agree to abide by the policies and procedures of Zach Zaitlin Piano Studio.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Lesson Swap List Opt-in (for private lesson students only)**

Do you want to opt-in to the Lesson Swap List? This will give you the ability to request occasional lesson swaps with other students on the list if a scheduling conflict arises; it will also make your contact information and lesson time available to other clients on the Swap List. **Be sure to read the section of the Policy detailing the Lesson Swap List on p 5.**

Please initial next to your choice:

- YES, I want to be included on the Lesson Swap List \_\_\_\_\_
- NO, I do not want to be included on the Lesson Swap List \_\_\_\_\_

If yes, please indicate your preferred method of communication for swap requests from other clients (circle one):

Text

Email

Call

No preference

### Photo Release Form

I, \_\_\_\_\_, (parent/guardian of

\_\_\_\_\_ ) (please initial next to **one choice only** below):

1. Authorize Zach Zaitlin Piano Studio to use my or my child's likeness for advertising/promotional purposes, using only the student's first name in such publications.
  - Initials: \_\_\_\_\_
2. Authorize Zach Zaitlin Piano Studio to use my or my child's likeness for advertising/promotional purposes, but do not want the student's name included in such publications.
  - Initials: \_\_\_\_\_
3. Do not want my or my child's likeness used for advertising/promotional purposes by Zach Zaitlin Piano Studio.
  - Initials: \_\_\_\_\_