

The Cecilia Studio- Policies and Procedures (The Private Studio of Taylor Gonzaga)

Introduction:

Hello! Thank you so much for your interest in taking lessons in my studio! I am so incredibly excited to begin this journey of making beautiful music with you.

Logistical Details:

Getting to Know Me:

Through my experience as an instructor, I have seen that many students and their families want a way to get to know my teaching style a little bit more before committing to long term weekly lessons. In addition to having some extra help to prepare for an audition, the one time audition/repertoire consult can also serve as a cheaper “trial lesson” option. This one time commitment is a thirty minute long lesson that includes a vocal evaluation and some technique tips that will help you get to know my teaching style! There is a special 25 percent discount off of your first lesson should you choose to commit to regular private lessons following an audition/repertoire consultation! Please note that these one time audition consults have a lower age limit than the consistent private lessons, and a student can sign up for as many as they/instructor are able to do. This is also a great opportunity for younger students that are below the age of 8. Payment methods can be cash, check, venmo, or paypal, and must be given to the instructor prior to the start of the consultation. Another great option is signing up for a masterclass, a fun event where you get to know my teaching style, but also get to experiment with performing a piece in front of a small audience! Masterclasses are also a less expensive option than committing to private lessons right away, and are offered once per month at my studio location; they are currently only available to students between the ages of 8-18. Students can sign up for as many open masterclasses as they would like. Payment of the masterclass fee will be required shortly after registration in order to reserve that student’s spot. Students are welcome to participate in masterclasses virtually as well (email taylormgonzaga@gmail.com for more details on how to be zoomed in!) Included in the registration fee are complimentary refreshments and a special Cecilia Studio gift!

The Journey Discount:

As the CEO of the Cecilia Studio, I am very grateful to Journey Theatre Arts for providing generous opportunities for referral and collaboration. That is why I am proud to offer a 25 percent discount off of your first four private lessons if you are a current or former student with Journey Theatre Arts in Vancouver. If you are coming to my studio from Journey, please make sure to let me know during the registration process!

Private Lesson Logistics:

Lessons are offered only in weekly packages. At this time, The Cecilia Studio does not offer a bimonthly lesson option. If weekly lessons are not financially possible for the student but they still wish to join the studio, a great alternative option is a semi-private lesson, including a maximum of two students. These lessons are 75 per hour instead of 55, which amounts to 37.50 per student. This is also a great option for siblings in the same household.

Payment:

Payment for lessons can be made on a weekly, bimonthly, or monthly basis, depending on what is most suitable and comfortable for the student. I have a variety of payment methods that I accept. Students have the option to pay with cash or check prior to the start time of the corresponding lesson, or pay in cash/check for all lessons every two weeks or at the beginning of the month. I am also able to accept payments via venmo and paypal. If the student chooses a method for online payment, account information will be given out upon official registration. All students must pay at the beginning/prior to their lesson time in order for the lesson to take place, you will be charged if using online payment 24 hours before your regular payment time. If there is an emergency regarding timely payment, please contact me via email or phone as soon as possible so we can accommodate you. Please

note that if a student cancels/reschedules a lesson, payment is still due before the student's regular lesson time, not at the time of the new lesson, to protect income consistency. If the student pays for their lesson on a weekly basis in person, then an online payment method must be used to stay consistent with the original time in the event of a cancellation. Students will also have the option to send cash or check in the mail prior to the corresponding lesson date if they feel uncomfortable making an online payment.

Cancellations/Rescheduling:

If the student needs to cancel, please contact me as soon as possible! Cancellations must be made at least 24 hours prior to the lesson, with exceptions for emergency situations, for the student to be entitled to a makeup lesson. Upon cancellation the student can reschedule their lesson for an alternative time that works for both myself and your schedules. Typically in person makeup lessons will be scheduled into a currently open time on the calendar posted to my website, if those times do not work or all times are filled, an alternative arrangement can be made. If I as the instructor have to make a cancellation due to a family emergency, illness, or other such circumstance, then the student is also entitled to a makeup lesson in person. If a lesson cancellation due to one of the aforementioned reasons has to be made last minute, then the student will receive a 10 percent discount for that lesson to compensate for the inconvenience caused, this will be made in the form of a reimbursement or a credit toward a future lesson if the student is in a bimonthly or monthly payment plan. Last minute cancellations on the part of the instructor are exceedingly rare and only made if absolutely necessary.

Instructor Travel Agreement:

As both a teacher and an active performer, occasionally I am called upon to complete a performance based obligation out of the state or country, or will have to travel for other personal reasons. While this will not happen more than a few times per year, because of the demand of this type of work, makeup lessons for private students will be completed online for the amount of lessons missed during my travel via a portal called LessonMate. These user-friendly in advance lessons are sent right to the student or parents email, and will include supplemental materials, recorded lesson videos, and practice notes for each lesson I will not be in person to teach. Each student will sign up to become a member of the Cecilia Studio LessonMate portal upon registration for lessons.

Private Student Musical Database:

Included in the price of private voice lessons is access to the Cecilia Studio musical database. This will be a google file folder shared with all students in my studio, that includes a variety of warm up videos, supplemental materials, and student backing tracks/sheet music for songs worked on in lessons. This useful resource is meant to aid students in independent practice and further set them up for success in their musical endeavours! This feature for students will officially be available starting mid September of 2022.

Societal Emergencies:

Please note that in the case of a societal emergency: natural disaster, political riot, pandemic, etc...all cancellations of already scheduled/paid for lessons due to said emergency are non refundable, but immediate withdrawal without advance notice will be granted in such special circumstances should the student or instructor deem it necessary.

Studio Breaks:

Lessons in The Cecilia Studio will take a two week break during the Christmas/New Year holidays in the winter, and a two week break in July during the summer. Specific dates for those breaks will be presented to students in September of the corresponding fiscal year.

Refunds:

The Cecilia Studio has a **no refund policy** for lesson cancellations, but the student will always be entitled to the appropriate makeup lesson/supplemental materials mentioned above so they are getting the value of their lesson payment no matter what! Please note that all supplemental online materials are my intellectual property and by signing this document you are expressing a clear understanding that the distribution or selling of my materials without my consent is strictly prohibited.

Withdrawal From Lessons:

If a student needs to withdraw from lessons,, the student or guardian must contact me a minimum of two weeks prior to the date they intend to cease lessons completely. No exceptions will be granted to this rule unless there is an emergency or serious extenuating circumstance.

Waitlist:

There are no alternative consistent private lesson times available outside of the times listed on my website, with occasional exceptions being made for one time audition/repertoire consultations. If a student wishes to join the studio but is only available for a lesson time that is already taken, please send me an email at taylormgonzaga@gmail.com and I will be happy to add them to the waitlist for that lesson time. If that time opens up, the top student on the waitlist will be offered that time first, and it will go down the order from there. The waitlist order is determined on a first come, first serve basis.

Behaviour Violations:

As the CEO of The Cecilia Studio, I as the instructor reserve the right to immediately dismiss a student or the family member or guardian of a student from my studio, in private lessons or group masterclasses, if that student/student affiliate displays behaviour that is deemed inappropriate and disrespectful in nature toward myself, my home and the occupants of my home, or a fellow student. The first behaviour violation on the part of the student will be met with a clear warning, but if the behaviour continually persists that student will be dismissed from the Cecilia Studio without a refund.

About My Studio:

All of my lessons and masterclasses are currently taught from my DIY studio at my home address. My address will be given out to students following official registration. The studio is equipped with a state of the art upright electric piano, extra seating, a music stand, and supplemental technology. If students need to use the restroom or get a quick drink of water during their lesson or class my home will be available for use. I work hard to keep the studio space and my home regularly cleaned at all times. Students are required to be free of all COVID 19 symptoms prior to entering my home or studio space. Masks are currently optional in my studio, but the student is welcome to take their lesson or class in a mask if that will help them feel more comfortable. I am also happy to wear a mask for any student or parent who requests that I do during a lesson. If a student or member of a student's household knows they have been exposed to COVID 19, please contact me as soon as possible and we will schedule a makeup lesson or complete that student's corresponding lesson online. If a student contracts COVID 19, then the student must display a negative COVID test prior to resuming lessons in person. My studio is equipped with heating during the fall and winter months and air conditioning in the spring and summer. There is ample street parking available for students and their families in front of and surrounding my home, and students are welcome to park in the driveway when our car is not parked there. Please note that we are avid animal lovers in my home, and we have two very friendly and energetic dogs. We make a point of keeping them in the dog run or in a separated part of the home during lessons, so that they do not create a disturbance or interact with students or their family members. The most you will hear of them is a bark every now and then! If there is a student that wishes to take lessons and has a fear/aversion/or allergy to dogs or small animals, please let us know and we will make sure they are kept out of that student's sight and that the studio space is diligently cleaned before they arrive. There is a small area in our backyard space right next to my little studio where families of students are welcome to wait if they wish to stay in the area during their students' lesson. Please note that for the sake of preserving our privacy, all students and family members are required to ask before entering my home for any reason. Due to capacity concerns, masterclass students will only be allowed one-two family member attendees at masterclass events.

Online Lessons:

In addition to offering in person lessons through my studio, I am pleased to offer an online lesson option for private/semi private voice, or for the audition/repertoire consultation. Students will also be able to virtually participate in a masterclass upon special request. All online lessons are conducted via zoom, with meeting details given upon registration. Online lessons are priced the same as in person lessons, and all online students are subject to all of the Cecilia Studio policies and procedures mentioned above. This is an awesome option offered

for students who are not located near me but still wish to join the studio, for disabled/homebound students, or for students who would still like to maintain social distancing protocol. I am also open to a hybrid of in person and online lessons upon a student's request.

Statement of Non-Discrimination/Accommodation for Disabilities:

While my studio is named after the patron saint of music in the Catholic Church, I am not a specifically religiously affiliated educational organisation and I make it my personal mission to be welcoming of students that come from all backgrounds, religions, and world views. The Cecilia Studio does not discriminate against any student on the basis of race, ethnicity, socio-economic status, pregnancy, religion, gender identity, sexual orientation, or disability. I strongly believe that music is not meant to be exclusive, and I work hard to create a welcoming environment to all in my studio. If you are someone who has a disability and wishes to take lessons, please reach out and we will make sure to accommodate you in any way that we possibly can. My studio is wheelchair accessible with only a small ledge leading into it, and a level path that leads to it from the front of my home. I have significant amounts of experience working with disabled students, especially those in the hard of hearing community, and I am always willing to do everything in my power to see if I am the best fit to serve your needs! Some studio policy exceptions can be granted for students with disabilities on a case by case basis.

Contact Information:

for any additional questions or to reach out to me regarding scheduling or payment concerns, please contact me at taylormgonzaga@gmail.com, or call me at **218-341-2246**. I will typically get back to you within 24 hours!

Please note that all students/student guardians in The Cecilia Studio will be required to read and sign a copy of the policies and procedures form upon initial lesson enrollment. If a student or the students family refuses to or neglects to sign this form after a courtesy reminder, then enrollment in The Cecilia Studio will be cancelled. This is a sample copy form intended for in advance viewing only.

I am so excited to begin this amazing journey, and I want you to know that I will always be here for you! Together, we will work as a team to make your voice/musical experience the best and most authentic that it can be!

- Taylor G.