

Sarah Lloyd Music – Studio and Online Policy

I enjoy teaching students of all ages, levels, and styles and strive to provide the best possible music education for every student. This is accomplished by providing work at the student's instrument such as learning pieces, technique, theory, sight reading, ear training and more. Lesson plans are customised to each student based on their age, learning style and individual goals.

Lessons

42 lessons will be given over a 46-week working year between 1st September and 31st August. Those who join after 1st September will have the number of lessons reduced appropriately. See accompanying policy explanation.

If the student is under eighteen, the parent/guardian gives permission for the teacher to teach the student.

Online lessons: students aged 8 and under must have a parent next to them to assist. Students aged 9 to 18 should have a parent within easy access. All online lessons must take place in a quiet and calm room with no distractions.

Mobile phones: please bring mobile phones to lessons as they can be a useful teaching tool. However I request that they be turned to silent during lessons to avoid unnecessary distractions. I politely request parents attending lessons with their child refrain from using their mobile for personal reasons.

Payment

- £56 per month for 30 minute lessons. (£16 for individual lessons - only applies for extra lessons)
- £80.50 per month for 45 minute lessons. (£23 for individual lessons – only applies for extra lessons)
- £105 per month for 60 minute lessons. (£30 for individual lessons – only applies for extra lessons)

Students may pay by cash or Bank Transfer.

Tuition is due on the 1st of each month. If tuition is not paid by the 7th of the month, a £5 late fee will be applied. If tuition is not paid by 14th of the month, lessons will be suspended until payment is made at the risk of losing the timeslot to a student on the waiting list.

I reserve the right to adjust tuition rates on an annual basis.

Seesaw

Each student will have an account with Seesaw through Sarah Lloyd Music. Only 1st names are needed to create an account. I use Seesaw to upload sheet music, videos, activities and notes. It keeps all your work in one place and is easy to access. Your account is private and will not be shared with others. To be able to create an account on your behalf, I need you to sign and return the Seesaw GDPR form. Without the form I will use an alternative name to identify you.

Missed lessons

A student who does not attend a lesson will simply miss the benefit of that lesson. Tuition is based on enrollment, not attendance, reserving your exclusive lesson time throughout the year, whether lessons are attended or not – just like football/dance lessons. If you cannot attend your scheduled lesson time for any reason, you may take advantage of one of the options below. There are no credits, refunds or deductions for

missed lessons by the student. Catch up lessons can only be offered if another student is unavailable for their lesson, is not requiring either of the options below, and notice is given by them. I will advertise their timeslot on Facebook and you may contact me to check if you can have that timeslot. I cannot guarantee if/how many timeslots will be available as this is dependent on another student being unavailable.

- **OPTION 1 Skype/Zoom Lesson (for in-studio students):** This would take place during our scheduled lesson time. Students must have a webcam with sound. You can use a computer, laptop, tablet or phone. You must ensure your internet connection is stable (ideally with ethernet cable) and the camera is placed in an appropriate position. You should also have my Skype/Zoom details ready for prompt communication. I must be notified at least 6 hours before the scheduled lesson (to make sure I have the equipment needed with me) and a photograph/pdf of the music and notebook should be uploaded to Seesaw before your lesson time.

- **OPTION 2 Video Lesson (for in-studio AND online students):** – I will upload a video to Seesaw with that days lesson plan discussing what the student should be reviewing, demonstrate assigned songs, theory assignments, etc. (you should upload a pdf/photograph of the notebook and music/theory to Seesaw before your usual lesson time). Videos will be uploaded within 48 hours of the students regular lesson time. To receive a video lesson, I must be notified at least 6 hours before the students scheduled lesson (to make sure I have the equipment with me). Your lesson time will be used to review your work, film and upload the recording to Seesaw.

In-Studio students: If you are ill, *please* don't attend a lesson (this includes colds) as I don't want to expose myself, my family and/or everyone who attends lessons. If you are ill, I reserve the right to send the student home without completing the lesson. If you feel well enough to do so, a Skype/Zoom or video lesson will be offered. If not, a video lesson will be made. You may let me know any time before the lesson start time that you are ill, however if you do not show for a lesson without notification, even for illness, no alternative can be offered. If you believe you were unknowingly contagious during a lesson, you must let me know immediately. I will take every precaution to protect students. Students entering the studio accept they enter at their own risk.

Online students: If you are ill and unable to make your online lesson, with notice before the lesson time is due to start, I will do a video lesson for you.

Should I have to miss a lesson for any reason other than my scheduled holiday, I will refund the missed lesson back to you. You are not required to reduce payment the following month.

Books/Materials

Tuition does NOT include sheet music, books and other materials required to learn music. It is the students responsibility to purchase the required materials upon advice from me. The student will be responsible for any loss or damage incurred to any instrument, accessory or music loaned by me to the student. Such items will be returned on request to me. The student is responsible for the insurance of the student's instrument.

Inclement Weather

In the case of inclement weather, it is up to your discretion whether to attend lessons or not. If you do not feel safe/comfortable attending in person, you may take advantage of the missed lesson options.

Discontinuing Lessons

Students may wish to stop lessons at some point. Please make this decision thoughtfully with plenty of discussion between myself, parent/guardian (where applicable), and student so that lessons can cease with a positive sense of closure. If persistent unacceptable behaviour occurs, lessons will be stopped with immediate effect and any fees remaining for the month will be refunded. If persistent lack of practice occurs, I reserve the right to stop lessons after attempting to work with the student for the paid month.

As a courtesy, should you wish to discontinue lessons, I require at least 3 full lessons notice. (Ex. If your lessons are on the 4th, 11th, 18th, and 25th of the month and you wish to discontinue after the 25th, you would need to let me know *before* the lesson on the 11th.)

You may pause lessons for a month whilst retaining your usual timeslot in my schedule. The retention of your timeslot is 50% of your monthly lesson fee. Longer than a month may be considered on an individual basis.

Consultation / À La Carte Lessons

If you would like to pay for one lesson at a time, à la carte lessons are £20 per 30 minutes, £27 per 45 minutes and £35 per 60 minutes. À la carte lessons will be scheduled based on mutual availability. Please note that these lessons do not reserve you a permanent slot in my teaching schedule. 50% must be made ahead of the booking to secure the lesson, the remaining 50% must be paid immediately following the lesson.

Photography/Videos for Marketing

Any public performances may be photographed/filmed. Occasionally I may ask if I can take a photograph during lessons to use as marketing material for Sarah Lloyd Music. I particularly enjoy receiving videos of students playing and occasionally will include these in my marketing material. Surnames **will not** be used in any marketing or social media.

If you would prefer to not be included in any marketing material or clips shown on social media, please tick here

How did you discover Sarah Lloyd Music? _____

Are you following Sarah Lloyd Music on Facebook? Yes No

Signed: _____ Student/Parent/Guardian

Print: _____

Date: _____