Cassie Rumbough
VOCAL STUDIO

cassie.rumbough@gmail.com
cassierumbough.com
(570) 394-4092

Studio Policies

1. Payment
    a. Tuition is paid on a monthly basis. If you will be absent for a lesson during a month, you can either not pay for that lesson, or I will credit your payment to the following month.
        i. Invoices will be sent at the end of the month for the following month.
        ii. If payment is not received by the end of the **first unpaid lesson**, or the first lesson in the month, **there is a $10 late fee that will be added to your invoice.**
        iii. For every week payment is not received, **there is an additional $10 late fee** that will be added to your invoice.
        iv. If payment is not received after the second unpaid lesson, I reserve the right to put a hold on future lessons until the invoice is paid including the late fee.
    b. Payment is accepted via Paypal, check, cash, or Venmo.
        i. Paypal: @cassierumbough or cassie.rumbough@gmail.com
        ii. Check payable to: Cassie Rumbough
        iii. Venmo: @cassie-rumbough

2. Communication
    a. The best way to reach me is through email (cassie.rumbough@gmail.com) or text (570-394-4092). Feel free to text if you have a last minute change in schedule or a question that should be answered quickly.
    b. Please check your email often, as I send all broad studio communication to the email you gave me on the New Student Form. This includes important updates to schedules, payments, invoices, etc.

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3. Expectations
    a. Please arrive on time for all sessions. The time slot, not the number of minutes, is the time I have to dedicate to you.
    b. Practicing is fundamentally important to see improvement in your musical skills. I will explain my practicing expectations during our first lesson, and remind students about them every week.

4. Cancellation Policies
    a. **Please let me know at the beginning of the month if you have any planned absences for that month.** This allows me to fill gaps and gives us a chance to schedule a makeup lesson.
    b. **At least 24 hours notice is needed to cancel a lesson**. If I do not receive 24 hour notice that you will not be in attendance prior to your lesson, it will be billable.
    c. If I must miss a lesson, we will try to fit in a makeup lesson as our schedules allow. If we cannot fit it in, payment for the missed lesson will roll over into the next month.
    d. Communication is key! I am always flexible when I am in the loop.

5. Recitals
    a. Students are highly encouraged to participate in recitals, which are held in the winter (November/December) and spring (April/May).
    b. A more relaxed Summer Studio Showcase is typically held at the end of summer (August), depending on student interest.
        i. Recital fee is $10 per family (if multiple students per family, fee is still only $10.) This fee covers the cost of renting recital space, reception, event insurance, etc.

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6. Home Studio Considerations
    a. My address is 112 Walnut Street, Apt 1, Catasauqua, PA 18032. My studio is right inside my front door.
        i. My porch railing has a sign for the studio on it to help you find it.
        ii. **Please allow a couple minutes to park before your lesson**. There is free street parking all around my block. Depending on what time your lesson is, there is typically parking right outside my house. If not, there should be spots slightly up the street by the park. If all else fails, there is a church parking lot diagonal from the park.
    b. When you arrive for your lesson, please knock! I will either let you in, or you will hear me call for you to come in.
        i. Please do not arrive at the door before your lesson time unless pre-arranged. There is not much room to wait when there are other students inside. You are welcome to sit outside before your lesson time, if the weather allows!
    c. **I have cats.** They will be put away for all lessons, but please be aware for any allergies.
    d. **Please use the bathroom before coming to your lesson.** My only bathroom is through my kitchen and my bedroom, where my cats are during lessons. The bathroom is only for immediate emergencies.
    e. <u>One</u> caretaker may sit in on lessons at any time (for space purposes).
    f. I understand that you take your child's safety seriously, and I do too. Because of this, my studio is recorded via a ring camera. **<u>By signing off on my studio policies, you are giving permission for the student, and whoever accompanies them to their lesson, to be recorded.</u>** This recording is automatically deleted after 60 days. You may request this recording at any time.

    g. ***If you are sick, please reschedule, or switch to a virtual lesson. I, and my other students, thank you!!***

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7. Discontinuation of Study
    a. If you are thinking about discontinuing lessons, I ask that you let me know a month prior to your last lesson. If there is anything I can do to improve your experience, please communicate this with me!
    b. I reserve the right to discontinue lessons if it is in the best interest of both the student and the teacher. Issues warranting dismissal might include:
        i. Repeated failure to attend lessons.
        ii. Repeated failure to communicate clearly and openly.
        iii. Repeated failure to abide by these policies, including parents/guardians.
        iv. Repeated failure to prepare for lessons, including homework or practicing.
        v. Repeated offenses of inappropriate or disrespectful behavior.
        vi. Failure to pay tuition.