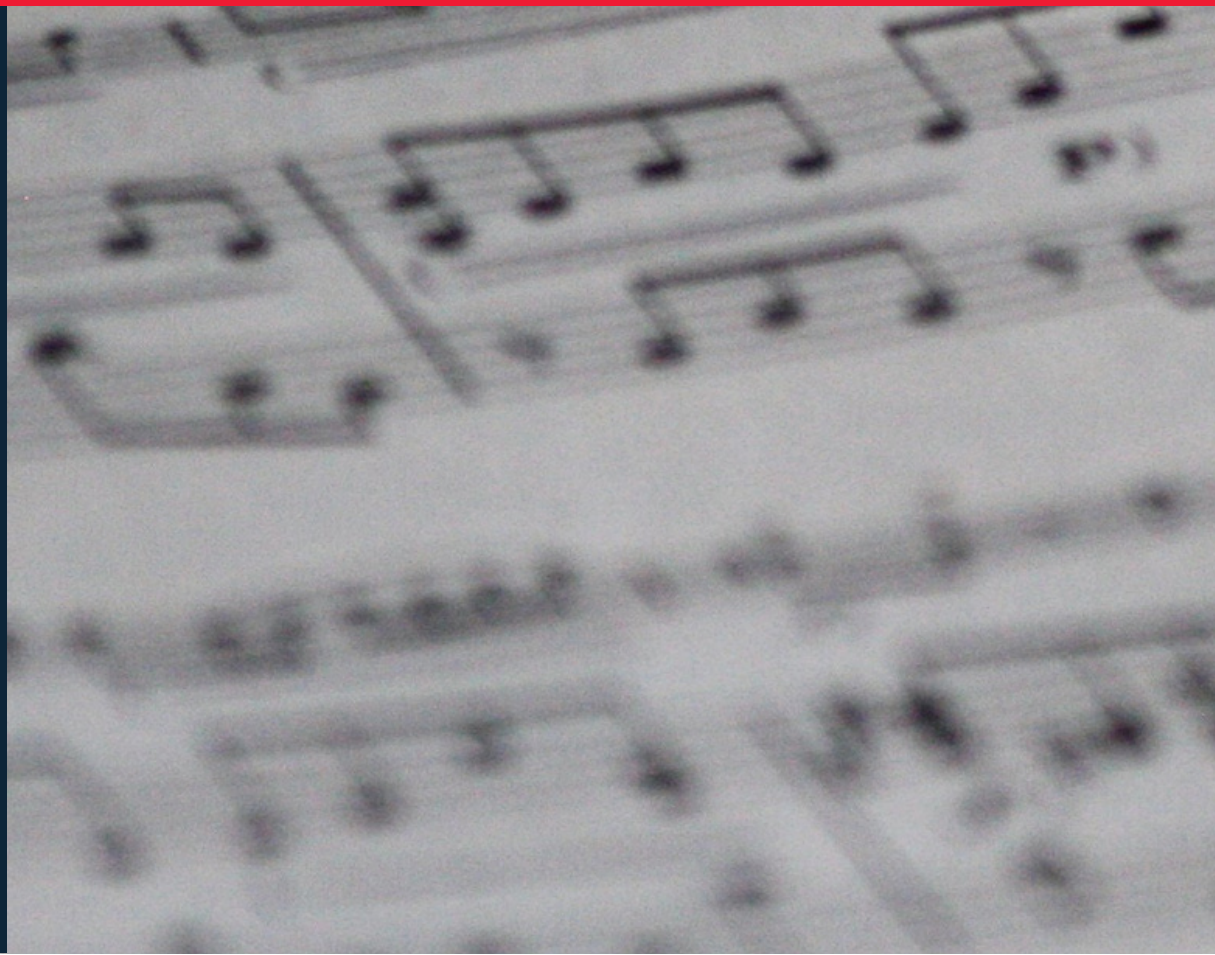




STUDIO POLICY.



Your musical journey awaits...

We're so excited that you have chosen to study with us! Choosing a music school can be a tough decision, as there are so many good places to choose from.

At Xavier's School of Music (XSOM), we demonstrate a more personal, tailored level of teaching, where all students are given the proper attention they need to achieve their musical dreams. We always make sure to teach our students what they want to learn, rather than forcing an existing curriculum upon them. Click [here](#) to read our detailed statement of teaching philosophy.

Refer a friend, get \$\$. REPEAT.

Did you know that Xavier's School of Music has a referral program? Parents and students are highly encouraged to refer their friends and family to enroll in music classes at XSOM! **Each successful referral will earn you a \$20 gift card to the store of your choice** (provided that the referee signs up for at least 1 month of classes). This offer is valid for every new student that is referred. For example, if you refer two students, you will receive two \$20 gift cards. Simply send an email to info@xaviersmusic.com with the name, email, and phone number of the person whom you would like to refer!

we help
students
achieve
their
musical
dreams
one
note
at a
time.

Studio Policy

Effective September 1st, 2023



How do I pay for music lessons?

1a - Payments & Registration

- New students will be required to pay a \$20.00 registration fee when they sign up for their 30-minute free trial lesson, valued at \$28 or \$38 depending on the lesson location (see "Lesson Rates" below)
- Payments are made monthly in advance as a subscription through our website
- All monthly subscriptions include 4 lessons (one lesson per week)
- On certain months with 5 weeks, you will still pay the same amount for 4 lessons even though you will be receiving 5 lessons
- Over the course of one calendar year (52 weeks), you will be paying for only 48 weeks

1b - Lesson Rates

Lesson Location	30 Minutes	45 Minutes	1 hour
Online	\$28.00	\$42.00	\$56.00
Teacher's Home	\$28.00	\$42.00	\$56.00
Student's Home	\$38.00	\$52.00	\$66.00

What are your rates?

- Lesson rates vary depending on the location and duration of the lesson
- We do not have a physical storefront, therefore, all lessons take place in the teacher's home, student's home, or online
- If you would like a teacher to come to your home, a \$10 surcharge will apply for each lesson (see table above)

2a - Cancellations

How do I cancel a lesson?

music is the only language that doesn't require translation

NATHANAEL XAVIER,
FOUNDER AND DIRECTOR

- First, contact **both** your teacher and XSOM **at least a day in advance**
- Simply email your teacher and copy "info@xaviersmusic.com" with the date and time of the class that you would like to cancel, as well as the reason for canceling
- All lessons canceled **must** be made up

If you cancel...

24 hours (or more) *before* your lesson

- *After* emailing both your teacher and XSOM, you can contact your teacher *directly* to schedule a date and time for a makeup lesson
- Your teacher will notify XSOM admin directly with the final date and time of the makeup lesson

On the day of your lesson

- Classes canceled on the day of your lesson **must** be due to an extenuating circumstance (i.e. something out of your control that stops you from attending your lesson)
- You will still be required to contact your teacher directly to schedule a date and time for a makeup lesson

Some examples of extenuating circumstances include (but are not limited to):

- *The student is sick*
- *A family member passes away*
- *Inclement or dangerous weather conditions (for in-person lessons)*
- *Severe internet issues (for online lessons)*

sing praises to
the Lord with
trumpets and
horns, make a
joyful noise
before the King.

PSALM 98:5

If you cancel...

On the day of your lesson (and it's not an extenuating circumstance)

- Please contact XSOM directly and we will evaluate the situation on a case-by-case basis.

How do I
makeup a
lesson?

2b - Makeup Lessons

When it comes to makeup lessons, you have 3 convenient

options!* **(Provided that you communicate which option you prefer with your teacher and that your teacher is available)*

1

Choose another day of the week to have your makeup lesson.

For example, if you typically have your lessons on Fridays, you can have your makeup lesson on another day of the week.

2

Combine your makeup lesson with your regular lesson.

For example, if you typically have your lessons on Fridays, and your lessons are 30 minutes long, you can have a 1-hour lesson on the following Friday which would count as a makeup lesson

3

Request a substitute teacher (only if the first two options are unavailable).

In the unlikely event that your teacher will be unavailable to make up a lesson, please contact XSOM directly and we can arrange a substitute teacher for your makeup lesson.



Makeup lessons never expire!

There is no longer a deadline for completing a makeup lesson. If you miss a lesson, you can make it up at *any time*. It is still recommended to complete your makeup lesson in a timely manner.

A makeup lesson will not be granted if:


- The student forgets to attend a lesson.
- The student doesn't show up to the lesson without any prior communication.
- The student fails to schedule a makeup lesson with their teacher. If the student cancels a lesson, it is the student's responsibility to communicate with XSOM and with their teacher. It is ultimately up to XSOM's discretion whether or not a student will be granted a makeup lesson.


music is an agreeable harmony for the honour of God and the permissible delights of the soul.

JOHANN SEBASTIAN BACH

How do I pause or stop lessons?

2c - Pausing or Stopping Lessons

- 
- **Pausing** lessons means that you plan on resuming lessons at XSOM in the near future.
 - You can pause lessons for a maximum of 4 weeks. The longer you pause your lessons, the greater the chances of you losing your time slot and/or your teacher to another student. We cannot guarantee your time slot and/or your teacher will be available when you return. **All lessons missed during the absence will need to be made up, with the exception of July OR August (see below). If you decide to resume lessons and it has been more than a month since your last lesson, a \$20 registration fee will apply.**
 - You are allowed to pause lessons for either the month of July OR the month of August without being required to make up those lessons, due to the summer break. Please notify us at least a month in advance if you will be pausing lessons for either July OR August.

- 
- **Stopping** lessons means that you do not plan on continuing to take lessons at XSOM
 - If you would like to stop lessons at Xavier's School of Music for whatever reason, you will need to notify XSOM admin by the 15th of the month. For example, if you want to stop lessons beginning in August, you must notify us by July 15th.
 - You will be required to complete an exit survey which will be emailed to you.

**a painter paints
pictures on
canvas, but
musicians paint
their pictures on
silence.**

LEOPOLD STOKOWSKI



Dress Code

- Students should come to their lessons dressed as if they were in a school.
- Avoid wearing things like PJs, large hoop earrings, baggy clothing, or clothing that is very tight and/or revealing.
- If the student is found to be underdressed or wearing inappropriate attire, they may be asked to change into something more suitable. Unfortunately, this time cannot be made up.



Drop-off and Pickup

- This applies to in-person lessons in the teacher's home
- Parents can drop off students for each lesson and pick them up when the lesson is finished
- If you would like to "sit in" during your child's lesson, you will need to ask the teacher for permission, and it is up to the teacher's discretion whether or not parents are allowed into the learning space in the teacher's home.

3 - Student and Parent Conduct



Lateness

- Give yourself ample time to commute to the teacher's home if you selected that option when you registered
- If there is an extenuating circumstance preventing you from showing up to your lesson on time, please notify **both** your teacher and XSOM admin
- Unfortunately, we cannot guarantee that any lost time will be made up

Phones

- During a lesson, phones should be kept on silent mode so as not to pose a distraction
- Under **NO** circumstances will audio or video recording of the lesson be permitted on any device



4 - Online Lessons



For students who are taking online lessons, we ask that the following measures are taken into account to minimize distractions and maximize the quality of your lessons:

**where
words fail,
music
speaks.**

HANS CHRISTIAN
ANDERSON

- Keep the lesson space clean, tidy, and well-lit.
- There should be as little background noise as possible.
- A device with a large screen, webcam/front-facing camera, and microphone (either built-in or external) is recommended, such as a desktop PC, laptop, or iPad. If none of these are available, a smartphone may be used although it is not recommended.
- Please make sure your devices are plugged in and/or sufficiently charged, as online video conferencing can use up a lot of battery.
- If possible, have a backup device such as a laptop, phone, or tablet to use if your primary device stops working during the lesson.
- Make sure you have a steady internet connection to minimize video/audio lag and other technical issues. It is recommended to stay close to your internet router during the lesson, if possible.
- Headphones are recommended during your lesson since they provide better audio quality in general.
- Remember to contact XSOM if you experience severe technical issues out of your control that would prevent you from having your online lesson.

music is a higher
revelation than
all wisdom and
philosophy.

LUDWIG VAN BEETHOVEN

5a - Media Release

Video Recording and Photography

- XSOM hosts two events each year, a winter concert and a late spring/summer concert.
- Students who participate in these events may be video recorded and photographed.
- This media will be uploaded on the XSOM website (www.xaviersmusic.com) as well as the XSOM social media channels on YouTube, Facebook, Instagram, and TikTok for promotional purposes.
- By choosing to enroll in music lessons at XSOM and participating in our events, students 18 and older or parents of students under the age of 18 agree to the possibility of having your likeness or your child's likeness captured and used for promotional purposes.

DISCLAIMER (PLEASE READ):

By signing up for music lessons at Xavier's School of Music, you are doing so out of your own choosing and free will, and you agree to the terms and conditions stated in this studio policy. Failure to abide by these terms and conditions will result in the termination of music lessons and no refund shall be given for any classes paid for. XSOM shall not be held liable for any loss of property, property damage, and/or personal injuries that may or may not be associated with music lessons, and you agree to waive any and all such claims against XSOM.

Questions?

We're here to help! If you have questions at any time, feel free to read our [FAQ section](#) on our website, or get in touch with us via email at info@xaviersmusic.com or phone at **647-947-9237**.