



Private Drum Lesson Policies

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CONTACT: Due to the nature of drum lessons, rehearsals, and performances, the preferred method of contacting the studio is email, or texting. If the matter is urgent, texting is often faster. It is nearly impossible to talk on the phone during lesson times. If you would prefer to call, mornings are best, or leave a good time to return your call. If you would like to speak in person, please let your teacher know at the beginning of your scheduled lesson time. General notices and reminders will be sent via email, text, and my Studio Facebook page at www.facebook.com/robtovardrums.

STUDIO SCHEDULE: Lessons will be given weekly except for the following pre-scheduled breaks, plus Flex Weeks.

Winter Quarter: December through February - PISD Winter Break

Spring Quarter: March through May - PISD Spring Break

Summer Quarter: June through August - The week of July Fourth

Fall Quarter: September through November - PISD Thanksgiving Break

Flex Weeks - The studio will be closed one additional week per quarter for professional development, performances, teaching opportunities, vacation, etc. Advance notice will be given for all studio closures whenever possible.

MISSED LESSONS: We understand things come up that may interfere with scheduled lessons. Please inform the studio of an anticipated missed lesson with as much notice as possible. If there is not time to email or text in advance, please send a message at your next earliest convenience. Students missing two lessons in a row without communication will forfeit their lesson time. Last-minute cancellations or no shows for any reason will not be rescheduled or refunded. There are four types of missed lessons, outlined below.

1. Student Scheduling Conflict: These scheduling conflicts typically arise from another activity, and are known beforehand. Vacations, work trips, school events, etc. are usual reasons. In these cases, a remote Zoom lesson may be used if possible, or students may record, and send a video of the previous week's lesson. Your lesson time will be used to evaluate the video and offer feedback, and practice guidance for the following week. This allows your teacher to utilize your reserved time slot for your lesson, and for the student to maintain weekly momentum. Up to two Makeup Lessons per quarter may be scheduled as outlined below.

2. Illness / Last Minute Cancellation: Please do not bring a student who has had fever, vomiting, diarrhea, or has been exposed to an illness at home, work or school, or thought to be contagious within the previous 24 hours. If the student is feeling well enough, a Zoom lesson may be used during the student's regular lesson time. Once the student is feeling better, please continue practicing the previous week's lesson material since the illness likely limited practice time during that week. Lessons will continue the following week as scheduled. Up to two Makeup Lessons per quarter may be scheduled as outlined below.

3. Extended Scheduling Conflicts: In the event of extended conflicts such as band/sports practice, or other ongoing activities, work travel, long summer vacation, etc., resulting in two or more missed weeks in a row, please contact me in advance to discuss options. With adequate notice, in many cases, it will be possible to switch with another student either temporarily for the month, or permanently. I will not be able to hold a time slot without payment. Up to two Makeup Lessons per quarter may be scheduled as outlined below.

4. Teacher Scheduling Conflict: Though every effort is made to avoid scheduling conflicts, they are sometimes unavoidable. Occasionally a teacher may need to miss a lesson due to a performance, illness, professional development, or other unforeseen circumstance. In these cases, a substitute teacher will be provided. If a substitute is not available, a Flex Week may be scheduled, a video lesson, or listening assignment will be distributed, or other arrangements may be made.

MAKEUP LESSONS: Because the studio operates at or near capacity year-round, availability of makeup lesson slots will largely depend on the number of students actively participating in the system. This is an automated system. When a lesson is canceled, it creates a makeup lesson slot for another student to schedule their credit. Because the notice is 24-hour, students wishing to use their credit should check daily for availability. To qualify for a makeup credit you must:

- Use the Student Portal calendar to give at least 24 hour notice that you will be missing your scheduled lesson.
- Not already received the maximum number of makeup credits during the current quarter. (Limit: two per quarter)
- Book your own makeup lesson using the Student Portal. (Subject to availability.)

Unused makeup credit expire 90 days from their issue date. No refunds, credits, or extensions will be issued. This is an automated system. To reiterate, makeup lesson availability is contingent on students' participation, and your own schedule limitations. Unfortunately, this means makeup lesson availability can not be guaranteed by the studio.

INCLEMENT WEATHER: Your safety is our primary concern. A weather closing is defined as a day the Plano ISD closes schools, or cancels after school events due to weather, or National Weather Services issues a "Watch" or Warning". Tornado, Flash Flood, Severe Weather, Winter Storm are all possible weather closings. Please text if you are unsure. These lessons may be moved to a remote Zoom lesson if teacher and student can both safely do so. I'm sorry, it will not be possible to reschedule these lessons missed due to acts of nature.

STUDENT INSTRUMENT & MATERIALS: Please maintain your instrument in good repair. A good sounding musical instrument is more fun to play. You will be notified of books and other materials required for lessons. Each student is required to bring drumsticks/mallets and learning materials/books to each lesson. If you are unhappy with your tone, or need other assistance with your instrument, please let us know. We're happy to help with setup, repairs and tuning.

STUDIO CARE & USE: Studio instruments and materials must be treated with care and respect. Any student or guest causing damage, will be responsible for repair or replacement.

DROP-OFF & PICK-UP: Please drop off your students no more than 5 minutes before the scheduled lesson time and pick them up promptly. Students are asked to enter and wait for their lesson quietly. A small sitting area is provided to wait for lesson time. Minor students must wait inside until a guardian arrives for pickup.

FOOD/DRINK: Please no food or drink other than water in the waiting area or studio.

PARKING: Please park in front of my house or across the street taking care to not block neighbors' access or mailboxes.

PHOTO RELEASE: Rob Tovar is hereby granted permission to photograph or video students for use in print and digital advertisements and other promotional materials the studio creates. Permission is also hereby granted for the studio to copyright protect such photographs.

STUDENT WITHDRAWAL: 30-days notice is required to withdraw from lessons by completing the form at www.robtovar.com/withdrawal. This provides time to cancel automatic billing, and to schedule a new student in the spot you will be vacating. Students withdrawing with insufficient notice will be billed for the following month.

PAYMENT: Monthly tuition is paid using the studio's automatic billing system. Tuition is calculated as an annual fee divided into 12, even, monthly payments. Tuition is due and will be processed in advance, on or around the first of each month.. A valid payment method must be kept up to date in our payment system. Students failing to maintain their account within one week of notice will be removed from the teaching schedule.

Students wishing to pay with cash may do so one quarter at a time, in advance. A discount of \$10 per month may be subtracted from the total due for cash payments.

LESSON SUPERVISION: Parents and guardians are of course welcome in the studio at any time during your child's lesson. I have found the one-on-one lesson format to be most effective. It gives an opportunity to learn in a distraction-free, low-pressure environment, which is particularly needed for beginner students. In some cases, I may ask for parental assistance during lessons for a variety of reasons including behavioral issues, at-home practice support, etc.

All policies subject to change.