

STUDIO POLICIES 2024/2025

I, _____ (guardian/ student name), agree to honor the following policies while a student of the studio:

1. Payment & Billing

- Tuition may be sent via Venmo or Zelle (links provided upon lesson booking)
- 2023 rates are as follows:
 - Monthly Student Discount: \$90/ 55 minutes or \$67.50/ 40 minutes
 - Standard Rate: \$100/ 55 minutes or \$ 75/ 40 minutes
- Monthly students take **four** lessons a month to receive the monthly discount.
- Monthly tuition is due **before** the 1st of each month and there is a late fee of **\$20** for payments occurring **on or after the 1st**.
- Non-monthly students must send payment when the lesson is scheduled.
- There are no refunds. Once paid, lessons may be taken or forfeited.
- During months with five lessons, students continue to pay for four classes to provide a built-in makeup for holiday & studio closures.

2. Reschedules, Makeups & Punctuality

- A 24-hour notice is required to reschedule lessons to receive a makeup class. Students who cancel in under 24-hours forfeit their lesson. *Example:* If a student cancels a Tuesday 5 PM lesson on Monday at 6 PM, the lesson is forfeited.
- Monthly students assume responsibility for requesting makeup lessons, communicate their scheduling needs to facilitate makeup lessons.
- Students agree to communicate, arrange and book their makeups **within 30 days of the scheduled class**. The sessions may be scheduled beyond 30 days, but they need to be arranged within this timeframe. After 30 days, the lesson will be forfeited.
- Once a makeup lesson is scheduled, it cannot be rescheduled again.
- I do not offer credits towards the next month's tuition for missed sessions due to closures, reschedules, or illness.
- Monthly students may reschedule **six** times per year. Any lessons that monthly students miss thereafter will be forfeited.
- If a student is more than 10 minutes late to their lesson, it is forfeited. Classes end on time, regardless of student tardiness.

3. Illness

- Students may not attend in-person when they or household members are actively ill with any type of infection.
- Students have the option to attend virtually if they are sick.
- Students who arrive with symptoms of infection will be sent home and the lesson forfeited.
- Students need to provide 24-hour notice to reschedule sessions due to illness. Same-day cancellations will be forfeited.
- If the teacher is ill but able to teach, students agree to accommodate virtual sessions for those weeks.

4. Teacher Reschedules

- The teacher reserves the right to reschedule lessons for illness, vacation, and holidays and will always try to give as advanced notice as possible. Monthly students agree to work with the teacher to find a suitable makeup time.

5. Materials & Practice Expectations

- Students are responsible for purchasing & bringing all required materials to class.
- Students are expected to return to class each week with specific objectives completed.

6. Parental Expectation

- Children often require parental involvement in practice. I may ask some parents to sit in on sessions and practice with their children, while others may require a hands-off approach. These needs often shift through a student's progression.
- Observing parents are asked to refrain from coaching children during the session.

7. Virtual Protocol

- We cannot be held responsible for technical issues due to the student's technology or connectivity. We ensure that our download speed is ~500 Mbps and our upload speed is ~25 Mbps— the fastest connection available to us.
- If we run into technical issues and it is determined that the studio is responsible, we will make up the time.

- Link for virtual lessons: [Zoom link provided after booking first lesson](#)

8. In-Person Protocol

- Students agree to follow all house rules and health protocol outlined on pages (3) and (4).
- The student & guardian assumes all liability for any injuries sustained at the studio and takes responsibility for their safety.

9. Communication

- You may call, text, or email Dhiren at 626-353-2382 and dhiren@innovationmusicstudioinc.com
- You may call, text, or email Danielle at 626-372-2472 and danielle@innovationmusicstudioinc.com
- Please allow 24-48 hours for replies
- I often step away from my business line Friday-Sunday.

10. Termination & Changes

- **Monthly students must provide a full paid 30-day notice to discontinue or make changes to their payment model.**
- Students may not retroactively change their status from monthly discounted rate to standard rate based on their attendance.
- The teacher may not be able to accommodate students who request to change their lesson time. Should this happen mid-month, students are nonetheless responsible for making up their sessions per the makeup policy.
- Students who want to take a break with plans to return must provide a 30-day notice and complete their four paid lessons.
- Students who want to take a month off but keep their lesson time are required to pay half a month's tuition as a deposit.

I have read and agree to all of the above conditions:

Guardian/Student Signature

Date signed

Printed Name

Name of Student (if a minor)

Phone Number

Student's Date of Birth

E-mail Address

Address

Teacher/ Innovation Music Studio Signature

HOUSE RULES & LIABILITY FOR IN-PERSON LESSONS

Although we teach from our home and have the support of our surrounding neighbors, we are only able to teach in-person if students continue to respect the neighborhood. Students agree to the following “house rules” for in-person lessons.

Address: Provided upon lesson booking

Parking: Street parking is available

1. **Traffic:**
 - a. Please budget time to park and never idle cars in the middle of traffic while dropping off children.
 - b. North-bound traffic is a no-parking/ stopping zone.
 - c. Please do not block our neighbors’ driveways, even for a few minutes or while sitting in your car.
2. **Please remove your shoes before entering.** If you have an aversion to being barefoot or wearing socks, you can purchase some non-slip [shoe covers](#) to wear inside.
3. **Please be respectful of our neighbors and students in-lesson.** Respect the noise levels around our neighborhood and the lessons in-progress by keeping noise to a minimum while waiting. Please consider not idling your car and refrain from playing loud music while waiting.
4. **Upon arrival please wait outside and do not ring the doorbell or knock.** We have cameras that alert us when you are here and will greet you for your lesson at the start of the session.
5. **Drop-Offs & Pick-Ups.** Parents should pick up students promptly at the end of the session. Since the pandemic we no longer offer a waiting area for families to mitigate exposure to illness. Therefore, minor students may now be dropped off. We ask, however, that guardians or caregivers stay within a mile of the house and by their phone so that in the event of an unforeseen emergency, they are able to quickly return.
6. **Assume total liability for your safety.** By coming to our home, you agree to take responsibility for the safety of yourself and your children and do not hold Dhiren Panikker and Danielle Palomares liable for damages and/ or injury due to earthquake, fire, theft, physical falls, slips, infections, or any acts of God.
7. **Zoom Observations.** Families are always welcome to log on and watch the sessions via Zoom. We want our students to feel safe, comfortable, and supported in session and are happy to make accommodations.

COVID-19 & ILLNESS PROTOCOL

1. MASKING

- a. Students are encouraged and welcome to wear masks, however we are no longer enforcing their use. We reserve the right to change this depending on case rates.

2. ILLNESS PREVENTION

- a. All students will be asked to wash their hands and/ or use hand sanitizer before class, and asked to reapply should they be observed touching their eyes, nose, or mouth.
- b. To facilitate air-flow, we will keep a window open with a fan running at all times, bringing in outside air.
- c. Students may not attend if they have symptoms of infection, or have dwelling family members who are actively ill. Virtual lessons are always an option.

3. PLAN FOR TEACHER ILLNESS

- a. If either Dhiren Panikker or Danielle Palomares are symptomatic with infection but able to teach, in-person lessons will be temporarily suspended and lessons will be conducted virtually.
- b. If local mandates necessitate closures due to COVID-19, in-person lessons will be suspended and lessons will be conducted virtually until we can legally reopen.

4. VACCINATIONS

- a. All **vocal students** will need to show proof of COVID-19 vaccination in order to be an in-person student, given the higher load of aerosolized particles that they emit.

MEDIA RELEASE FOR ADULTS

I, _____, hereby grant permission to Innovation Music Studio, Inc. to take photographs, videotape, and/or digital images of me for use in publicity, illustration, publishing (including publishing in electronic form), or other lawful uses as may be determined by Innovation Music Studio. Media will be used solely on Innovationmusicstudio.com and the Innovation Music Studio social handles (Instagram, Yelp, Facebook, YouTube). I further agree that my **first name only** may be revealed in descriptive text or commentary in connection with the use of such media. I authorize the use of these images in perpetuity without compensation to me. I understand that in order to participate in recitals, I must have a media release form signed and that once full-length productions and recitals are posted, that they may remain posted in perpetuity. I also acknowledge that parts of my home may be shared, should video from online lessons/ performances be captured. All negatives, prints, digital reproductions, and videotape shall be the property of Innovation Music Studio. Verbal consent to be captured, filmed, and posted will always be subsequently obtained in each moment in addition to this form.

Signature

Date

Your Instagram handle, if you would like to be tagged

MEDIA RELEASE FOR MINORS UNDER 18:

I, _____, parent or official guardian of _____, hereby grant permission to Innovation Music Studio to take and use photographs, videotape and/or digital images of my child for use in publicity, illustration, publishing (including publishing in electronic form), or other lawful uses as may be determined by Innovation Music Studio. Media will be used solely on Innovationmusicstudio.com and the Innovation Music Studio social handles (Instagram, Yelp, Facebook, YouTube). I agree that my child's **first name only** may be revealed in descriptive text or commentary in connection with the use of such media. I authorize the use of these images in perpetuity without compensation to me. I understand that in order to participate in recitals, I must have a media release form signed and that once full-length productions and recitals are posted, that they may remain posted in perpetuity. All negatives, prints, digital reproductions, and videotape shall be the property of Innovation Music Studio. I also acknowledge that parts of my home may be shared, should video from online lessons/ performances be captured. Furthermore, my child has also expressed verbal permission and comfort with being filmed, photographed, and shared on social media. Verbal consent to be captured, filmed, and posted will always be subsequently obtained in each moment in addition to this form.

Signature

Date

Your Instagram handle, if you would like to be tagged