

THE PIANO LAB POLICY

Dedicated to Providing the Finest Music Education

We are committed to providing the highest-quality music education for every student. To maintain this standard, I require cooperation and consistency from families. The following outlines The Piano Lab policies regarding lessons, payments, cancellations, holidays, and enrollment.

LESSON FORMAT

Lesson Types & Duration

Private Lessons: 30 minutes or 1 hour

Piano Lab: 1 hour 15 minutes

Chopin Kinder: 55 minutes

Please do not leave your child unattended after class time. Lessons run on a tight schedule, and I may be teaching immediately before or after your session.

MAKE-UP LESSON POLICY

Make-up lessons are reserved for emergencies and should remain rare. For non-emergency cancellations, at least 48 hours' notice is required.

All rescheduling must be done through the student portal.

Lessons must be rescheduled in advance; missed (no-show) lessons cannot be rescheduled.

A canceled lesson may be rescheduled based on studio availability, but make-ups cannot be re-rescheduled if missed again.

If multiple make-ups are pending, only the most recent will be honored due to limited availability.

Online Option:

If a make-up lesson is not possible, students may submit a video of their assigned homework by their scheduled lesson time. The instructor will respond with feedback and a tutorial video for new material.

Additional Notes:

Private lessons may be converted to a Piano Lab session when private availability is limited.

Chopin Kinder make-ups are limited due to small group format and part-time scheduling. A 25-minute individual session during Piano Lab may be offered when appropriate.

NO-SHOWS & LAST-MINUTE CANCELLATIONS

Non-emergency cancellations, last-minute cancellations, and no-shows are charged the full lesson fee, as that time is reserved exclusively for the student.

PAYMENTS

Due Date

Tuition is due by the 7th of each month, regardless of attendance during the first week.

Statements are sent in advance. Payment may be brought to class or mailed if the student will not attend.

A \$10 late fee per child applies after the 10th of the month.

Payment Methods

Check

Cash

Zelle: claucossio@hotmail.com

Credit Card

Payments must be made directly to Chopin Studio and not to instructors or third parties.

TUITION POLICY

Tuition is based on the total number of lessons offered during the teaching year, with holidays already included. The annual tuition is divided into 12 equal monthly payments for convenience.

Because of this structure, some months may have more lessons and others fewer, but tuition remains the same each month. Payments are based on the annual program, not the number of lessons in any specific month.

Monthly tuition continues year-round, including summer months, for all actively enrolled students. Families who travel or are away may use available rescheduling options or online lessons according to studio policy.

DEPOSIT POLICY

A one-month tuition deposit is required upon enrollment. This deposit is non-refundable and will be applied to the final month of lessons with proper one-month notice (or upon graduation).

REGISTRATION FEE

The registration fee includes a starter kit:

Lesson Book

Technique Chart

Tote Bag

Chopin Talking Doll

Water Bottle

Studio T-Shirt (encouraged weekly to build community identity)

RE-REGISTRATION FEE

If enrollment and payments are interrupted, the student is considered inactive and must be re-

enrolled before returning.

Please note that interruption of lessons may result in the loss of the student's previously reserved day, time, and instructor, as those spots may be reassigned.

Placement upon return depends on availability.

Up to 1 month interruption: \$50 re-registration fee

More than 1 month interruption: \$100 re-registration fee

This ensures proper scheduling and administrative processing.

SUMMER & CONTINUOUS ENROLLMENT POLICY

The Studio remains open during summer, and tuition is collected year-round. Enrollment at The Piano Lab is continuous, meaning tuition reserves the student's ongoing place in the studio, including their assigned day, time, and instructor.

Because tuition is based on annual enrollment and divided into 12 monthly payments, it continues during summer regardless of attendance.

If a student will be away during summer or extended travel, the following options may be available:

Lessons may be rescheduled when availability allows, according to studio makeup policy

Students may continue lessons online while traveling

Students may enroll in summer lessons, camps, or programs to maintain progress during absences

The Studio offers structured summer programs designed to support consistency and continued progress.

If tuition or enrollment is interrupted, the student's reserved lesson time is not guaranteed and may be reassigned. Re-enrollment will depend on availability and may require a re-registration fee.

Enrollment at The Piano Lab is considered ongoing and year-round unless written withdrawal notice is provided."

LOCKED RATE BENEFIT

Students who remain continuously enrolled year-round, including summer, maintain their tuition rate and are protected from annual price increases.

TUITION & HOLIDAY SCHEDULE

Tuition at The Piano Lab is based on the total number of lessons offered throughout the full studio year, including the summer session, rather than being calculated month by month.

Some months naturally include more lessons and others fewer due to holidays and studio closures. Instead of charging different amounts each month, the yearly tuition is divided into 12 equal monthly payments for simplicity and consistency.

This means:

- Months with 5 lessons are included at no extra charge
- Holiday closures are already built into the yearly tuition calculation
- Your monthly payment reserves your child's exclusive lesson time for the entire year, including summer

Studio holidays and closures include:

- Spring Break Week
- Thanksgiving Week
- Two weeks at Christmas
- Memorial Day
- Labor Day
- Good Friday
- October 31 (Halloween), due to high absenteeism

This annual tuition structure allows students to maintain steady progress, secure their preferred lesson time year-round, and enjoy a consistent monthly payment.

If you have any questions about this policy, please feel free to ask. The goal of The Piano Lab is to provide a structured, joyful, and enriching learning experience.

Warmly,

Claudia Cossio

Chopin Studio / The Piano Lab