



**Rachel Sparrow Studio**  
[www.rachelsparrow.com/teaching-studio](http://www.rachelsparrow.com/teaching-studio)  
[rachelsparrowstudio@gmail.com](mailto:rachelsparrowstudio@gmail.com)

The teacher, **Rachel Sparrow**, and the student (or parent) \_\_\_\_\_ agree to the terms below.

1. The student agrees to **practice** and hopefully will enjoy doing so! Lessons should be fun!
2. The teacher agrees to further the knowledge & skills of the student in **every** way possible! You are paying for lessons. In that sense, YOU are the boss. If you ever have wishes, concerns, or need to go a different direction than what you are experiencing during lessons -- Tell Rachel! She is an open book. She is completely open to questions or concerns and is *extremely* difficult to offend. :-)
3. **Email is the preferred method of communication** for almost everything lesson-related. Rachel is extremely busy! So if more than a couple of days have gone by--bug her again! (It never bothers her.)
4. The student/parent agree to notify the teacher as soon as possible if they plan on quitting lessons. **Studio spots are full and there is often a waitlist for lessons, so as much notice as possible for any changes to your studio spot is appreciated.** This is also why studio policies are so strict. Please be respectful of your studio spot, by adhering closely to the expectations outlined. Thank you!

**HOUSEKEEPING**

4. **Please be on time.** Always being on time for lessons is extremely important. The student is not only paying for a lesson, but they are paying for the teacher's time. Even if a student is late, Rachel often needs to end at the previously determined time. Please **do not exceed 5 minutes early** for a smooth transition between lessons or to be respectful of Rachel's "break" time in-between lessons. 1-2 minutes early is ideal.
5. **Be patient with the door buzzer.** Sometimes it takes time for Rachel to buzz someone in, because of diaper changes or feedings for the baby. If you have rung once, please wait a full 3-4 minutes before ringing again (parents may need to remind younger students of this) and feel free to **let yourself in (and also out)** when you have been buzzed up. Rachel will always give you back any of your time, (sometimes planned for the next lesson) if the lesson starts late due to her.

6. **Remove shoes and coat at door, wash hands** in bathroom before your lesson. (Adults too! Thanks!) Always bring music, lesson notebook(so important to keep track of assignments!) or recording device.

**SCHEDULE**

7. **Schedule lessons via the online booking service at: [www.rachelsparrowstudio.setmore.com](http://www.rachelsparrowstudio.setmore.com) Create a login for yourself.** This allows you to view all of your lessons in one place, and makes it easy to edit appointments. Each lesson is a separate booking that can be rescheduled using the link in the confirmation email for that booking. If a lesson time is set, Rachel can schedule it to become 'recurring'.
8. Notices from Rachel are via email & text if she needs to reschedule any lessons. Reminder emails & texts (you can opt out of texts) are automatically sent to you 1 day and 10 hours in advance of your booked lesson. This is so that you have some 'warning' before the 24 hour rule below, if you need to cancel.

**CANCELLATIONS**

9. If you cancel a lesson via the scheduler, always also email Rachel that you have done so.
10. **If less than 24 notice (from the start time of the lesson) is given for the re-scheduling or cancellation of a lesson, (for any reason) then the student is charged for 50% of one lesson payment.** Rachel tries to reschedule lessons when she can, but even when a student is sick or some urgent situation comes up- sometimes it is impossible to make up lessons - especially if there were cancellations from other students in the same week. Please understand that this must be followed.
11. If a lesson is re-scheduled more than 24 hours in advance of the *start time* of the scheduled lesson time, there is no penalty. If Rachel has to cancel a lesson, there is no penalty if the student cannot reschedule that lesson.
12. **Cancelled lessons (via student) MUST be re-scheduled for lessons occurring during school-year calendar months (not as strict in the summer).** If the student needs to reschedule a lesson, PLEASE be

proactive, and reschedule the lesson that you are missing *as soon as possible*. Rescheduled lessons ideally happen within two weeks' time (either before or after) of the original cancelled lesson time. If not, the student may be charged for 50% of the one lesson missed.

13. One lesson per holiday week may be canceled for Spring Break or Thanksgiving for example, but, if your lesson day falls on a one day holiday (like President's day), that lesson will still usually happen or need to be rescheduled in order to be respectful of your studio spot. (Summer lessons are more flexible!)

14. **When a student is a 'no show' or 'no call' scenario, the student agrees to pay for the entire missed lesson.** This includes if Rachel has to call the student to talk/text with them after the lesson time has started. In this case, Rachel will wait for 10 minutes, after 10 minutes, Rachel assumes that they've forgotten their lesson and she leaves/or goes on with her day. **If you are going to be late, always text or call.**

#### **PAYMENT**

15. **Payments should be made about one month at a time, in advance, and are non-refundable.** The only exception, is if the **teacher** cannot fulfill the lessons. **There are no refunds for credited lessons if a student quits.**

16. Rachel will keep a record of every lesson given and payments received. (You may request an invoice at any time, and periodically Rachel will send them out). The student/parent is also urged to record every lesson given, and payments made.

17. Rachel prefers online payment options, and they are very easy to setup. Venmo is most popular and is extremely easy. Chase Quickpay or ClearXchange, (a large network of banks) Popmoney, **Venmo** (username = RachelSparrowStudio). Checks are made to "Rachel Sparrow". **Cash is least preferred** because it's difficult to track. Please label cash or checks; place into the green glass bowl.

#### **RECITALS**

18. Usually studio recitals are held twice a year; in January, and once in early June.

19. Recital fees vary from \$15-\$20 per student per recital. Recital fees pay for Rachel's extra time & efforts (often 30+ hours) to coordinate the program, and may sometimes also pay for room rental or piano tuning.

20. Accompanist fees (if necessary) are usually an additional \$20 for one short rehearsal and the recital performance with that pianist. (Rachel does not accompany students during the recital.)

21. **Recitals are free** for family & friends to attend. Usually 3-4 volunteers provide light refreshments.

#### **A NOTE ABOUT VERY YOUNG STUDENTS & PARENT INVOLVEMENT IN LESSONS**

I believe in a positive approach (never letting lessons or practice become negative) and I like to discuss with parents of young children (7 yrs and younger) my philosophies and certain aspects before lessons begin with these students. Highlight reel: I have found the best success with young students, when the parent is virtually silent during lessons. Minimal participation or commenting from the parent allows the student to be engaged with the teacher in a certain way. For example: Sometimes, the teacher will allow a student to make a 'mistake', on purpose, in the hope that the student will self-correct, but often a well-meaning parent may say, "No, that's wrong," too soon. -This is also true even when a child seems to be 'misbehaving'. This can be tricky because a parent may think that a student is 'not focused', and want to chastise their student. In order to keep things positive, I ask parents to refrain from doing so, and usually I will redirect the student in a different way, or change the activity or pacing for more focus, and I encourage the parent to use the same tactics at home with practicing. I will always aim to empower the parent and reinforce a parent whenever necessary. (The classic case: "But my teacher doesn't do it that way". -Won't last long!) I will also provide guided parent involvement during the lessons to do games and activities together. If 'home issues' arise, let me know and I will offer ideas and expertise the best that I can. (We can arrange phone conferences when needed.)

**...WHEW! THANKS FOR YOUR ATTENTION TO ALL THE DETAILS, feel free to ask questions!**

Signature: \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_

*PLEASE ALSO PRINT ALL STUDENT CONTACT INFO:(Parents or Caretakers Numbers, Names & Emails)*