



# policies and procedures

## 2013-2014

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### **Welcome to Columbia Music Academy, or as we call it - "Cola-Music"!!!**

We are excited to offer you and your family the highest quality private music instruction in-home or in-studio for all levels from beginners to experts. At Cola-Music, our lessons are taught by educated, experienced, professional instructors with advanced music degrees who offer a year-round after school curriculum. We have found that the consistency of year-round music education enables our students to perform at a higher level with less frustration of sparse lessons and forgetting important techniques. As such, we encourage all students to commit to a year-round contract. If, however, excessive summer travel plans deter the student from a 12-month lesson plan, this should be indicated on the lesson agreement page. It is assumed that **all students** will take off one week for Spring Break, one week for Thanksgiving and 1 week at the end of the year for holidays. Each month's invoices will be marked accordingly.

### **HOLIDAY SCHEDULE** (Cola-Music will be closed for lessons)

Thanksgiving Break - November 27- December 1, 2013

Holiday Break - December 23-27, 2013

Spring Break - Varies by school; form must be turned in to instructor by March 1, 2014

Summer Break - Any summer vacation requires a vacation/makeup form

### **ADDITIONAL CANCELATIONS**

In the event of inclement weather, faculty will not be teaching in-home lessons and the studio may not be open. Please check the first page of the website (<http://www.cola-music.com>) for a weather announcement of cancelled lessons.

## LESSON RATES, 2013-14

<b>In-studio rates:</b>	<b>In-home rates: (within 15 min of area code 29201)</b>
30 minutes - \$22.50	30 minutes - \$27.50
45 minutes - \$32.50	45 minutes - \$37.50
60 minutes - \$40	60 minutes - \$45
90 minutes - \$60	90 minutes - \$65

## BEGINNING LESSONS

Cola-Music often offers coupons, discounts, and specials throughout the school year. These promotions are intended to bring new business and build our client base. Additionally, for continuing students, we always offer a \$50 credit to current students who refer us a new student. For each new student that enrolls in private lessons at Cola-Music, the referring party will receive a \$50 credit on their account after the new party has paid for a month's lessons. **A one-time admin fee of \$20 is added to the first invoice of new students.** This fee will be used to cover printing, postage, mailings, music, etc.

## PAYMENT POLICY

**Tuition is due by the 7<sup>th</sup> of each month for that month's services.** Tuition payments that arrive after the due date will be charged a \$25.00 late fee on the next invoice. Additionally, there will be a \$25 returned check fee for any checks that do not clear the bank. Payments are expected in a timely manner whether or not an invoice has been received. Cola-Music reserves the right to discontinue lessons if payment is not made in a timely fashion. Any credits must be approved by the Owner or Executive Director. New this year, we will be sending email invoices unless you request a paper invoice to be mailed. The invoices are linked directly to our accounting software and you can make fast, easy, secure payments by simply clicking "Pay My Bill" on your e-invoice.

## IN-HOME LESSONS

All in-home lessons are charged an additional \$5 travel fee per lesson within 15 miles of zip code 29201. Additional fees apply to lessons that are farther away. Fees are calculated based on travel time (not distance) generated by Google Maps as follows:

- 0-15 minutes travel time - add \$5 per week
- 16-30 minutes travel time - add \$10 per week
- 31-45 minutes travel time - add \$15 per week
- 45+ minutes travel time - negotiate with owner and instructor

## RECITALS AND PERFORMANCE OPPORTUNITIES

Cola-Music believes in giving students the opportunity to show off their talents and skills and therefore expect each student to participate in at least 3 of the 5 scheduled recitals. In addition to recitals, we offer many programs that allow and encourage student's involvement and active participation. More information can be found on our website at: <http://www.cola-music.com/involvement>

Performance opportunities include open mic nights, garage band program, songwriting and talent showcase, musicals and stage shows, summer camps (each with end-of-week performance), and preparation for external programs, shows, musicals, etc. Cola-Music reserves the right to cancel any scheduled programs at any time. This school year, Cola-Music will offer *Grease* as the Spring musical. Audition information will be posted on our website in January 2014.

### **Recital dates for 2013 / 2014 are as follows:**

Sunday, September 15<sup>th</sup>, 2013 at 5:00 pm (USC School of Music)

Sunday, December 15<sup>th</sup>, 2013 at 2:00 pm (Shandon UMC)

Sunday, March 2<sup>nd</sup>, 2014 at 2:00 pm (location tbd)

Sunday, May 11<sup>th</sup>, 2014 at 2:00 pm (location tbd)

Sunday, July 13<sup>th</sup>, 2014 at 2:00 pm (tentative)

## MAKE-UP POLICY

Make-up lessons can be arranged for emergency situations and special circumstances. However, a 24 hour notice must be given to the instructor and administrators of Cola-Music in order to arrange a makeup lesson. ***Make-up Request Forms*** are available through the instructor, office, or on the website. No credits will be issued for missed lessons.

An instructor is only required to wait 10 minutes for a student who is running late and has NOT notified the instructor. After 10 minutes, the lesson is considered a "no show" and the teacher is free to leave. There will be no make-up lessons given in this case to replace the missed lesson.

If the instructor is unable to attend a lesson or has to cancel, the student will be notified and a make-up lesson will be scheduled as soon as possible. If the instructor cancels a lesson and no make-up is available after 90 days, the lesson may be credited.

## DISCONTINUING LESSONS

Any student who wishes to drop may do so after the first month of private lessons. A *Drop Request Form* must be completed and sent to the office by the 7<sup>th</sup> day of the previous month to discontinue lessons for the next month. **If less than 2 weeks notice is given, the student will be charged for 2 weeks of lessons from the given notice date.**

## CONTACT INFORMATION

The following information can be used as our primary contact source:

Address:

Cola-Music  
4340 Wildcat Dr.  
Columbia, SC 29209

Phone:

(803) 771-4777

Emergency Phone:

(740) 440-0769

Email:

info@cola-music.com

Web address:

<http://www.cola-music.com>



# lesson agreement

I understand that I am committing to performing arts lesson for:

\_\_\_\_\_ 9 months (summer off)

\_\_\_\_\_ 12 months (full year)

And I am obligated to pay for this instruction until I have given a *two-week notice* and paid for all outstanding balances. I have read the Policies and Procedures and understand them fully and agree to abide by all policies. I will inform Cola-Music Academy in writing with a Drop Notice Form of my decision to discontinue lessons and understand that a 2 weeks notice is required.

I further understand that if I choose to pay by check that it is my responsibility to ensure that my payment arrives on time by the 7<sup>th</sup> of each month regardless of whether an invoice has been received. Likewise, if I choose Automatic Debit, I am giving Cola-Music Academy authorization to automatically debit a specific tuition amount until my written notice to drop is received. I agree that Cola-Music Academy shall be fully protected in honoring any such drafts or credit card debits.

I also understand any outstanding balances will incur additional late charges, court costs, and any additional fees required to ensure payment is received for services rendered.

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

For Admin Use:

Date rec'v: \_\_\_\_\_

Date filed: \_\_\_\_\_

By Admin initials: \_\_\_\_\_

Additional notes: \_\_\_\_\_



## liability waiver

I \_\_\_\_\_, the enrolled participant and/or the parent/guardian of the participant agrees and understands that performing arts training is a potentially hazardous activity. I recognize that there are risks inherent in performing arts training including but not limited to physical injury. The participant hereby agrees to participate in such activities under the guidance and instruction of Cola-Music Academy and hereby agrees to indemnify and hold harmless Cola-Music Academy and the owner Joshua Wentz, the instructors, officers, directors, agents and employees of Cola-Music Academy (hereinafter referred to collectively or individually as "Cola-Music") against any and all liability resulting from any injury that may occur to the participant while participating in activities under the instruction of Cola-Music. The participant also agrees to indemnify Cola-Music for any damages incurred arising from any claims, demand, action or course of action by the participant.

The participant authorizes Cola-Music to have the participant treated in any medical emergency during their participation in the above-described activities. Further, the participant and/or parent/guardian agrees to pay all costs associated with medical care and transportation for the participant. Any special medical/health problems of which the staff should be aware are attached to this form.

I HAVE CAREFULLY READ THE ABOVE LIABILITY RELEASE AND SIGN IT WITH FULL KNOWLEDGE OF ITS CONTENT AND SIGNIFICANCE. ADDITIONALLY, I HAVE READ AND AGREE TO ABIDE BY ALL ENCLOSED POLICIES AND PROCEDURES.

\_\_\_\_\_  
Student's name (please print)

\_\_\_\_\_  
**Student (or Parent/Guardian, if minor) Signature**

For Admin Use:

Date rec'v: \_\_\_\_\_

Date filed: \_\_\_\_\_

By Admin initials: \_\_\_\_\_

Additional notes: \_\_\_\_\_

# cola-music academy

## publicity release form

We (I) \_\_\_\_\_, the parent(s)/legal guardian(s) authorize Cola-Music Academy to use any photograph, video, audio recording or any other media likeness of my minor child(ren), \_\_\_\_\_, for any purpose including publicity, song archives, promotional materials and/or any other reason deemed appropriate by Cola-Music. PLEASE NOTE: NAMES WILL NOT BE USED IN ANY PUBLICITY OR MARKETING.

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**Parent/Guardian Signature**

For Admin Use:

Date rec'v: \_\_\_\_\_

Date filed: \_\_\_\_\_

By Admin initials: \_\_\_\_\_

Additional notes: \_\_\_\_\_



# make-up request form

Student's name: \_\_\_\_\_

Parent's name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date(s) of Absence: \_\_\_\_\_

Make-ups requested on: \_\_\_\_\_

Please check one of the following:

\_\_\_\_\_ SPECIAL HOLIDAY    \_\_\_\_\_ SUMMER BREAK    \_\_\_\_\_ VACATION

\_\_\_\_\_ OTHER (please give reason if not listed above)

\_\_\_\_\_

For Admin Use:

Date rec'v: \_\_\_\_\_

Date filed: \_\_\_\_\_

By Admin initials: \_\_\_\_\_

Additional notes: \_\_\_\_\_





# contact sheet

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Instrument(s): \_\_\_\_\_

Instrument(s): \_\_\_\_\_

Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Lesson Length: \_\_\_\_\_

Lesson Length: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Instrument(s): \_\_\_\_\_

Instrument(s): \_\_\_\_\_

Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Lesson Length: \_\_\_\_\_

Lesson Length: \_\_\_\_\_

**Sign that you have read and agree to the terms of ALL procedures and policies (inc. tuition, makeup, & discontinuing) \_\_\_\_\_**

For Admin Use:

Date rec'v: \_\_\_\_\_

First lesson scheduled: \_\_\_\_\_

Assigned instructor: \_\_\_\_\_

Time/date of lessons: \_\_\_\_\_