



CELIA SLATTERY STUDIO POLICIES

Studio policies reflect our emphasis on professionalism and consistency, which are important disciplines in any musical endeavor. In the professional music world, keeping commitments and showing up on time are expected habits that can make or break your reputation and therefore your ability to get and keep work. Consistency in showing up to lessons is also crucial to keeping your voice “in shape,” so that you make progress and are ready should any unexpected opportunity come up to sing.

Client Responsibilities

It is your responsibility to make sure you receive all the lessons allowed in your program. For students paying by the month, you must use your contracted lessons within the month. For students paying by the semester, there is a period of two weeks at the end of the semester to make up any missed lessons. After that period, no make-ups will be given. If instructor must cancel due to illness or travel plans, make-ups will be scheduled at a mutually agreed upon time.

Changes and Cancellations

Schedule changes are allowed and should be made by the student via their Student Portal on My Music Staff via <https://www.mymusicstaff.com/>. **You must cancel and make all changes to your schedule at least 24 hours prior to your scheduled lesson or your lesson will be marked “missed” and it will count as one of your contracted lessons. The system will not allow you to make changes past the 24 hour time frame.**

Tardiness

If you are late for a lesson we will work for the remaining time of your slot. If you are more than 20 minutes late your lesson will count as missed.

Payment Methods

- All lessons must be paid for in advance. If you cancel a lesson within the 24 hours window, you will be charged for that lesson.
- Clients who pay in full for a semester may pay via cash, check or all major credit cards. Checks can be made out to Celia Slattery. No refunds are given, whether you complete the program or not.
- All monthly payment plans and drop ins require a credit card or debit card on file. You will receive an invoice via email (to the email set up on My Music Staff) 7 days prior to when your payment is due to show the balance amount. ***Program cancellation requires 30 days written notice.***
- Drop in lessons require a credit card or debit card on file. Your card will be charged after your lesson is scheduled on My Music Staff.
- By submitting your card information you authorize Celia Slattery Voice & Performance Studio to charge your card with payments related to your program or lesson package.

Client Agreement

You as the student or parent of the student enrolling in a program or lesson pack with Celia Slattery Voice & Performance Studio confirm their willing participation in voice lessons or other events with Celia Slattery Voice & Performance Studio. You have read and agree to the studio policies outlined here. You agree to hold harmless and release from liability Celia Slattery Voice & Performance Studio, Celia Slattery, and any representative thereof for any action, claim, or damage that may arise as a result from the Student's participation in voice lessons or other related events. You give permission to any authorized representative or sponsor of Celia Slattery Voice & Performance Studio to obtain service of and/or advice from an available physician or other medical personnel for the student in case of illness or injury, including any necessary transportation for such emergency care. You agree to assume all responsibility for any costs associated with such medical care. You agree that any audio/photo/video material taken by Celia Slattery Voice & Performance Studio may be used for promotional purposes.

ADDITIONAL STUDIO INFORMATION

STUDIO LOCATION

The studio is conveniently located at 7 Park Avenue, Unit 2, Davis Square, Somerville, two blocks from the Red Line T stop. There is a visitor pass available for parking. **Please do not park in the driveway.**

REFERRAL BONUS

Refer a friend to Celia Slattery Voice & Performance Studio and receive a free lesson or equivalent service.

REMOTE STUDENTS

You will be given a Zoom link. Please test the software on your computer ahead of time and initiate the video call at the appropriate time.

USE OF PHOTOS AND OTHER MEDIA

Photographs and video of students at lessons and recitals may be used for publicity, unless written request to abstain is submitted during student registration.

CONFIDENTIALITY

We take your privacy seriously and will take all measures to protect your personal information. Any personal information received will only be used to process your registration. We do not sell or redistribute any information.

MY MUSIC STAFF

With your studio membership you receive a free account on <https://www.mymusicstaff.com>. If you haven't already received login information, you will be sent a Student Login Info Email with your login information. This will give you access to Student Portal on My Music Staff where you will be able to self-schedule, cancel and reschedule your lessons, check your balance, make payments and more. The site is quite user-friendly, but there is an instruction guide attached to help you.