

A Higher Note LLC

Lesson Policies



Expectations about Taking Music Lessons: Duration

When you take music lessons, because of the nature of learning something new, most if not all music instructors assume that you will be taking lessons indefinitely. To learn a new skill, to become proficient at it, and to develop those skills to a high potential, one needs to take the mindset and approach, both in the lesson and for home practice, that it's a long-term undertaking – and hopefully an enjoyable one! It's typical for the teacher-student arrangement to continue for several years or more, so that the maximum possible knowledge, skill, and understanding can be transmitted. Generally, the teacher assumes – and at **A Higher Note LLC**, our assumption is – that you will continue taking lessons until your playing and performing goals are met, or until (1) the teacher is unable to maintain the current teaching load, (2) the student needs or wants to quit for financial, personal, schedule, or other reasons, or (3) the teacher and student mutually agree the student is ready for an area or level the teacher can not provide.

A Higher Note LLC's Contact Info:

Street address: 2807 Bennett Ave., Chattanooga, TN 37404

Mailing address: 500 Dodds Ave., Chattanooga, TN 37404

Phone: 740-513-1427

Email: info@ahighernote.com

1. **Lesson slots** will be assigned by the month, at the minimum; longer by agreement.
2. **Lesson slots** are
 - **Requested in advance** (Use the "Lesson Request Form," preferably one month in advance whenever possible – shorter notice is often still acceptable, however.)
 - **Solidified** by discussion with Natalie Eastman of **A Higher Note**.
 - **Paid for in advance**, prior to the first of each month.
3. Lessons are weekly and go year-round, with the following exceptions:
 - The week prior to and following Christmas.
 - National Holidays
 - Instructor's Travel or Vacation time: Notification of when the instructor will be out of town will be given as far in advance as possible.
 - Summer lessons are determined on an annual basis, as agreed upon between instructor and students.
4. **Payment for lessons** is due on or before the first of each month. If one month has gone by without a payment being received, lessons will be put on hold until the account is up to date. If two months go by without a payment being received by **A Higher Note LLC**, your time slot will be forfeited.
5. Lessons are held as scheduled with Natalie Eastman, whether in her home, in your home (travel fees apply), or in another specified location.

6. **CANCELLATIONS. 24-hour notice** is required for **cancellation** (earlier is appreciated, if you are aware of a conflict with your time slot). Student (or Parent) is responsible for lesson payment for cancellations made within 24 hours of lesson time. Family emergencies are, within reason, taken into consideration. You may cancel for any reason without penalty (according to the aforementioned guidelines) **up to four (4) times in one calendar year**. Due to the nature of music lessons, as well as the nature of running a business, we cannot allow students to repeatedly cancel and still maintain their time slot. **After four (4) cancellations in one calendar year, your time slot will be forfeited**. Cancellations must be called in directly to the instructor at least 24 hours in advance to (Natalie Eastman 740-513-1427). Voice mail messages may be left and will count as a valid cancellation. Email cancellations are not accepted if not acknowledged by the instructor prior to 24 hours before the lesson. **If you cancel with less than 24 hours notice, you will be charged for that lesson time (this includes cases in which the student emailed the instructor but the instructor did not view the email prior to the 24-hour cutoff - the student will be charged)**. Make-ups are subject to availability and will be at the instructor's discretion.
7. **WEATHER CANCELLATIONS.** The instructor will be present and prepared for the appointed lesson, except in the case of natural disaster, blizzard, or serious personal illness or injury. If the instructor is unable to keep the appointment, she or he will make every attempt to call and email you *at least* 24 hours in advance to reschedule or cancel. In case of a snow emergency, check the school cancellations. Typically, when Chattanooga private and/or Hamilton County public schools have a snow or emergency day, **A Higher Note** will follow that schedule and cancel lessons for that day. You can also call your instructor directly to learn whether lessons will be given that day. You will be credited for your lesson fee if **A Higher Note** cancels the lesson. If you feel unsafe driving due to weather conditions, please remain safe and call **AHN** to notify us that you will be missing because the conditions affected your safety. We understand and will reschedule with you if at all possible.
8. Voice Lessons will be digitally recorded as often as possible. Recorded lessons will be uploaded as "unlisted" to the **A Higher Note** YouTube channel. ("Unlisted" on YouTube means only those with the video's link can access the video and it is not searchable.) Your instructor will share the link with the student and copy the link into your lesson notes in your account on MusicTeachersHelper.com (MTH).
9. **Instruments for guitar lessons.** The student provides his/her own instrument. If the student does not currently own an instrument or have one available for regular use, your instructor may be able to provide you with suggestions for instrument rental or purchase.
10. **Instruments for piano lessons.** The instructor has a traditional upright piano in her home studio and it will be the regular practice to have the lesson on this piano. On rare occasions, however, such as if the piano is being repaired, the student may need to take the lesson on the instructor's unweighted keyboard. For home practice, the student must have a keyboard (weighted or unweighted keyboard is okay, although weighted is preferred) or in-tune piano available for regular practice.
11. Some lesson books or photocopies of music may be assigned, which must be located and purchased by the student. Your instructor may provide you with an Amazon.com link either as an example or for the opportunity to purchase the item. You are not required to purchase the item from Amazon. Or, if instructor and student agree, the instructor may purchase it for the student with the understanding that the cost of the item plus a small convenience surcharge will be charged to the student's account through MTH.
12. **Sharing Time-Slots.**

- Two students may share a slot for an extra fee of \$10/hour (\$5 extra per student, to be added to that student's half of the fee). Please note, however, that increasing the number of students in a lesson decreases individualized attention and, sometimes, productivity. (Fair warning!) All normal student fees must be paid by each responsible party. All policies apply.
- Two students may also share a weekly time slot by alternating weeks for an extra fee of \$5/student/lesson. However, the student and payer are responsible for finding another student to alternate weeks, although AHN will assist when possible. All normal student fees must be paid by each responsible party. All policies apply.

➡➡Refer a friend and receive free lessons!

If you refer a friend and they sign up and pay for a month of lessons, **A Higher Note LLC** will give you one free lesson of your regular lesson length! (Ex: if your friend signs up and pays for a month [4 lessons] of 1-hour lessons, you will receive one 1-hour lesson for free. The same goes for a set of 45-minute lessons: you will receive one free 45-minute lesson; same for the one-half-hour lessons.)

New-Student Forms:

Here is the URL where you can find **AHN's** downloadable new-student forms (PDF):
<http://ahighernote.com/forms/>

Forms:

1. Agreement
2. References
3. Lesson Request Form
4. Agreement to Practice