

//Welcome!

Welcome to North Florida Music Academy! We are excited to have you and look forward to watching you grow as a musician throughout your journey. We would like to take this time to remind you that while learning to sing or play an instrument is very fun and rewarding, it also takes dedication and practice. In order to get the most out of your lessons, be sure to attend lessons regularly and on time and practice outside of class as instructed by your teacher.

To assist with your endeavor, we have compiled some information about our studio as well as some helpful tips all in one place. Please take time to review it.

Thanks for your support of a quality music education! Now, let's start playing!

~ Staff at North Florida Music Academy

//Practice Tips

- Set aside a space that is quiet and free of distractions.
- Purchase a music stand for instruments that require one. Without the music at the proper height and distance from the student, it won't take long to develop bad posture and playing position.
- Schedule practice time on a regular basis.
- In a perfect world, we would play our instrument every day for thirty minutes to an hour. However, with busy schedules we know that is not always possible. At a minimum, practice three days each week for thirty minutes each day. This will at least allow the material to remain fresh in the student's mind. Practice time will increase as students advance and begin working on more difficult and longer pieces.
- Practice the day of or after class. Student's often forget what was discussed in class if they wait too long to revisit the material.
- For younger students, try encouraging repetition instead of a set time limit. Often times, younger ones will feel more inspired to play a song five times than if you tell them to practice for ten minutes (which can feel like a lifetime to them!).
- Make sure your piano/keyboard and bench are at the proper height (if adjustable). Also make sure you don't use an armed chair for practicing ANY instrument!
- Items such as a metronome (to keep a steady tempo) and tuner can come in handy! You can find many free apps that do the job on any smart phone or tablet.

//Instrument Care

- Never leave your instrument in the car for extended periods of time. Materials that are used to make your instrument can be warped if it is exposed to extreme temperature changes, such as going from the Florida heat into your air conditioned home.
- Keep your instrument in the case when not in use.
- Take your instrument to an authorized repair store should something go wrong. While it is not uncommon that small repairs be made during class (such as string repairs), keep in mind that this takes up the student's lesson time.
- For violins, cellos, violas, and basses, you should be sure to wipe the instrument off with a soft dry washcloth to remove the rosin periodically.
- If your instrument needs to be tuned but you haven't been taught how or if you're uncomfortable with doing so, DON'T touch the pegs or fine tuners.

North Florida Music Academy | 904-276-5557 | 1999 Wells Rd Ste A, Orange Park, FL 32073

- Brass and woodwind students should be sure to clean their instrument as instructed by their teacher. Reeds should be kept in the case instead of on the mouthpiece to prevent unnecessary wear and tear as well as bacteria growth.

//Resources

- George's Music – 8151 Blanding Blvd. | Jax, FL 32244 | 904-777-9393
 - Music, Accessories, Instruments, Guitar Repairs
- Friday Musicale – 645 Oak St. | Jax, FL 32204 | 904-355-7584
 - Performance and Recital Venue
- Music Time – 2214 Dunn Ave. | Jax, FL 32218 | 904-696-9882
 - Music, Accessories, Instrument Repairs, Instrument Rentals

//Studio Policies & Procedures

Tuition & Payment of Fees

- Tuition secures a time slot specifically for each student. Tuition amount will vary depending on the number of lessons student(s) are enrolled in.
- Tuition is due in full on the first of the month and will be charged to the credit card we have on file. If the card we have on file is declined, expired, or otherwise fails to process, the student/parent will be contacted so that the account can be settled. Payments not received by the 10th of the month will be assessed a \$15 late fee.
- Accounts not paid by the 30th of the month in which it is due will be turned over to a collections agency. Student/parent will be responsible for all charges and fees related to the collection process.
- No partial payments will be accepted and tuition is non-refundable.
- Tuition will not be prorated for any absences, illness, or vacation (see policy below).
- Additional fees may be incurred due to group lessons, recitals, music, etc.

Attendance

It is important that students are consistent and timely with their attendance to get the most out of their music education. If it is necessary that a student miss a lesson due to illness or some other factor, please be courteous and provide **24-hours notice** whenever possible so that instructors can adjust their schedule if necessary.

- Students are expected to attend their scheduled lesson on the same day and time each week, unless otherwise arranged in advance with their instructor or management.
- **Make-Up lessons are already built into our program!** Unlike other studios, we do not charge additional tuition when a fifth lesson falls within the month, which occurs several times each year. These additional free lessons account for absences due to cancellations by the student and holidays that may fall on their lesson day. Therefore, ***no additional make-up lessons will be scheduled.***
- If you need to **change your lesson day and time temporarily or permanently**, student must provide a full week's notice of the request in order to prevent missing a lesson before the change can be arranged.
- Instructors reserve the right to deny instruction for a class if a student's illness or behavior interferes with instruction.
- Lessons missed due to non-payment will not be made-up or rescheduled.

- If an instructor is unable to provide a scheduled lesson, a substitute will be provided. In the event that a substitute cannot be provided, the student may choose from their regular instructor's available time slots for a make-up lesson at a later date. If an instructor is running behind schedule, the instructor will either provide the student with the full lesson time by running over their scheduled time slot, or may choose to schedule make-up time if necessary.
- **Vacations** that result in students missing three or more lessons may be credited only if written notice is provided more than **two weeks in advance**. However, the time slot cannot be held and the student will need to choose from the available times upon return. Student will be responsible for tuition starting from the return date listed on the vacation form.

Care of Students

North Florida Music Academy is not responsible for providing before or after lesson care for students. Parents with students under the age of eight are asked to remain in the music school during the lesson. Students are not to be left at the music studio for more than five (5) minutes before or after lessons.

Withdrawal

Students are enrolled on a continual monthly basis for a total of three, six, or nine months according to their contract of choice. To discontinue lessons, request a withdrawal form from your instructor or management. It must be **submitted by the first (1st) day of the last month** and only at the last month of their contract term or after. Student will be responsible for the remainder of their contract term and the last month of tuition before being removed from our easy pay system.

Materials

Students are responsible for the purchase of their own books, instruments, and other materials needed for the lessons they are receiving. Instructors will assist in referring our students to where they can obtain these items, however they are not responsible for providing them personally.

Referral Program

We truly appreciate your kind words about North Florida Music Academy, and we want to reward you for sending new students our way. For each family you refer that registers and references your name on our enrollment form, you'll receive \$10 off your next month's tuition! (Note that only one referral reward can be redeemed each month.)

Model Release

North Florida Music Academy, its instructors, agents, and other guests may photograph and or videotape students both at our place of business or off location such as at recitals. By enrolling in North Florida Music Academy, the parent/guardian/student agrees to release these images, video, and/or audio recordings which may be used for commercial and/or promotional purposes.

Release of Liability

As the legal parent/guardian, and or student (if not a minor), I release, indemnify and hold harmless North Florida Music Academy, its members, managers, employees, contractors and agents from and against any and all liability, claims, demands, and causes of action whosoever, arising out of or related to any loss, damage, or injury that may be sustained by the student and/or the undersigned, while in or upon the premises or any premises under the control and supervision of any of the NFMA Parties en route to or from any said premises.

North Florida Music Academy reserves the right to update our policies at any time, in which case a revised copy will be posted in our waiting room.