

## X. PRIVATE LESSON INFORMATION POLICIES and current fees, Spring 2021

Private lessons allow students individual attention to focus on the areas of music they love the most, at a pace and learning style that is ideally suited for their needs. Private lessons accelerate the learning process, and are also intended to compliment group classes and ensembles, developing both the individual and interpersonal skills needed to successfully play and enjoy music performance. In the long run, private lessons also develop a student's accountability and sense of self-identity as they take responsibility for their own learning, and find the motivation to focus on playing music they love.

Private Lesson registration is for an entire session at one time.

- The **Spring** session is from January 2021 through June 2021
- The **Summer** session begins June 2021
- The **Fall** session begins September 2021

**Scheduled Holidays** - are listed in the *Center's Annual instructional Calendar*  
<http://www.eastbaycenter.org/training/annual-instructional-and-recital-dates>

**Location:** All lessons take place at the *East Bay Center for the Performing Arts*.

### **REGISTRATION AND PAYMENTS**

- **Registration Interview:** Registration for private lessons begins with an interview (in-person, phone, or email) between the student/family and Center staff. We will review the student's goals, needs (ex., access to instruments), and our program and faculty to find the best teacher for you.
  - Note: Students already enrolled in the **Young Artist Diploma Program** need to interview in-person with Center staff to sign up for private lessons.
- **Progress Interview:** Progress interviews happen at the end of each term. The private lesson teacher, or a staff member, will check in with each student about their progress, expectations for the next instructional period, and practice recommendations during the break.
- **Registration Length:** All students register for an entire session, generally 10-15 weeks, (please see session dates above).

- **Regarding Payments:** Please plan ahead so that payments are *on time* and for the *correct amount*. Late payments may jeopardize your good standing. Credit for “Excused Absences” (lessons cancelled with *more than 24 hours notice*) will be deducted from the amount due for the following month. **Please note:** NO CREDIT is given for lessons missed with *less than 24 hours notice*.\*\*A **\$20 service charge** will be added to all returned checks and must be remedied with a cash payment.

## When you register

- An invoice for the entire session will be created.
- You may pay in full or pay monthly with a payment plan.
  - The first month’s payment will be due at the time of registration.
  - If a student/family registers part way through an instructional semester, payments will be prorated.

## The day of your lesson

- Use the Private Lesson Binder at the front desk to sign in and out
- ***You must make either a full or partial payment for your lessons before your first lesson.***
  - Payments Online: <https://app.asapconnected.com/LogIn.aspx>
  - Lesson Payments via Phone: **510-323-2495**
  - If you choose to pay the day of your first lesson talk to front desk staff. Then sign in on the Private Lesson Binder.
  - If you choose to make monthly payments and miss a private lesson payment, you have one week to make the payment or contact Bryan Alvarez, the Instructional Music Specialist. If you have not made your payment or contacted Bryan within seven days, your lessons will be suspended until a payment is made.
  - Bryan Alvarez, **Instructional Music Specialist**, can be reached at [Bryan.Alvarez@eastbaycenter.org](mailto:Bryan.Alvarez@eastbaycenter.org) or by phone: 510-323-2492.
- We accept credit/debit cards, cash or check. Payment plans with credit/debit cards will automatically be charged at the beginning of every month (between the 3rd - 5th of each month).
- **SCHOLARSHIPS:** We do not offer scholarships for private lesson students, **except Low Brass (tuba, trombone, euphonium, baritone) and Double Bass instruments.** Thanks to a generous scholarship through the Derning family, students studying Low

Brass and Double Bass may apply to receive free lessons and group classes at the Center. Speak with Bryan Alvarez: [bryan.alvarez@eastbaycenter.org](mailto:bryan.alvarez@eastbaycenter.org) 510-323-2492.

### **TRIAL LESSONS**

If you are new to the Center or your student is new to an instrument, the student may want to take a trial lesson to make sure that it is a good fit. Students may sign up for 1 trial lesson with a teacher before signing up for private lessons. Trial lessons are **\$27** for a **30-minute lesson** and must be paid in advance.

East Bay Center will provide instruments on-site for tuba, double-bass, and piano students. All other trial lesson students are advised to rent instruments for their lessons.

### **PRIVATE LESSONS STUDENT ABSENCES**

Adequate notice: If you will miss a lesson, or want to reschedule a lesson, you must notify the Center **more than 24 hours** before your scheduled lesson or you will be charged for your lesson (see “emergency” below for one exception). In the case of a Monday lesson, you should call before noon on the **Saturday** before.

Notify us either by calling the Absence hotline: **510-221-6354** or e-mailing us at **absent@eastbaycenter.org**

**Sick:** If possible, please provide at least 24 hours notice if you will miss a lesson from an illness. This will give your teacher time to schedule a make-up lesson and you will not be charged for your missed lesson.

**Vacation/Scheduled Absence:** If you wish to interrupt your scheduled lessons for a vacation or other scheduled absence, parents/guardians (not students) must give a minimum of **two weeks’** notice: [absent@eastbaycenter.org](mailto:absent@eastbaycenter.org) or 510-221-6354. In this case you will **not** be charged for the missed classes.

**Emergency:** There are some instances where advanced notice is difficult. For instance, if there is an accident, a death in the family, or if your student wakes up sick or running a fever. Please contact the absence line right away and you will not be charged. **Each student is allowed a maximum of 2 emergencies per term.**

**Tardiness:** If you are running late to your lesson, it is your responsibility to contact your teacher and Center staff as soon as possible. If you are more than 10 minutes late, your teacher may choose to reschedule your lesson or count the lesson as an unexcused absence.

**Technical Difficulties (virtual lessons only):** Please call the absence line if you experience technical difficulties during or before a virtual private lesson. If this happens during a lesson, you need to spend at least 10 minutes trying to troubleshoot the problem before canceling.

For example, (1) a student's internet goes out in the middle of a lesson and they can't log back in. You tried to trouble-shoot for 10 minutes and couldn't fix the problem. (2) your computer breaks an hour before your next lesson and you can't get it fixed in time.

A Technical Difficulties absence works the same as an emergency absence. You will not be charged for your lesson.

**If you cancel a lesson with more than 24 hours notice for any reason, it's an excused absence and you will not be charged.** This also applies to lessons cancelled because of a technology issue.

### **TEACHER ABSENCES**

If a teacher is sick or has an emergency, East Bay Center will contact you via email or phone as soon as we are notified and you will not be charged for the lesson.

If your teacher has a scheduled absence, they will try to reschedule the missed lesson(s) and you will only be charged for the make-up lesson(s). If they are unable to reschedule the missed lesson(s), you will **not** be charged. In the rare instance that a substitute teacher is provided, lessons will continue as usual.

### **TERMINATION AND REFUNDS**

If you wish to stop lessons you must inform:

- Letty Mejia, [Letty@eastbaycenter.org](mailto:Letty@eastbaycenter.org) or
- Bryan Alvarez, [bryan@eastbaycenter.org](mailto:bryan@eastbaycenter.org)

***in writing at least two weeks prior to your last lesson.***

**The Center will consider your lessons terminated if you fail to give at least 24 hours' notice for two consecutive absences and fail to contact the Center about any intentions to continue your lessons. Please note that you will be charged an additional two-week termination fee.** When in doubt, communicate with the registrar or a staff member in writing.

Your private lesson teacher also has the right to end your private lessons . You will receive a notice from the East Bay Center at least two weeks prior to your last lesson if a teacher

chooses to end the student's lessons so you can plan ahead. If you choose not to continue lessons with a different teacher, the remaining balance of your lessons after the two week notice will be refunded.

If a student is not practicing or progressing, the teacher will talk with the student and family first and also check in with program staff (Kwesi, Lolis, and Bryan) to better understand how we can support the student. This ensures that the student's needs are understood and met, and the decision to end lessons is mutual.

**Payment Credits:** Your account will be credited for unused lessons that were paid for in advance. The credit may be used for another family member.

If you would like a refund issued, please contact:

The Head Registrar, Letty Mejia, [Letty@eastbaycenter.org](mailto:Letty@eastbaycenter.org) or  
The Instructional Music Specialist, Bryan Alvarez, [bryan@eastbaycenter.org](mailto:bryan@eastbaycenter.org)

## **MATERIALS**

For the first lesson, please bring a blank music manuscript book (notebook with music lines) and instrument. Your notebook will be used for assignments and messages to you from the teacher. Other music books will be suggested by your teacher and should be purchased by the second lesson.

## **RECITALS**

All students are expected to participate in at least two of the three private lesson "Soul Endeavor" recitals throughout the year. This can be modified according to staff and teacher recommendation. Soul Endeavor recitals are an important opportunity for students to both share their hard work and progress with their families, and practice performing in front of a live audience.

## **ONLINE LESSONS (UPDATED MARCH 2020)**

The Center temporarily closed its physical location March 13, 2020 as part of the statewide shelter-in-place to avoid contact with the SARS-CoV-2 virus that is causing COVID-19 disease outbreaks throughout the world. We shifted all of our private lessons to an online format using Zoom video chat. Lesson scheduling and policies stated above also apply to online lessons.

Here are some tips to make the best of virtual lessons:

- Expect to take some time to figure out technology in your very first online lesson.
- Video chat uses a lot of internet - if your lesson video/audio is choppy, make sure to close other applications on your device, and check that no one else in the home is using intensive internet apps (movie streaming, online video games, etc)
- You can have your teacher record your lessons so you can review them later while you practice
- If you are experiencing financial hardship due to the pandemic, contact Bryan Alvarez [bryan@eastbaycenter.org](mailto:bryan@eastbaycenter.org) to check about financial assistance.