

MUSIC THERAPY *connections* CENTRAL ILLINOIS

1234 Centre West Drive | Springfield, IL | (217) 622-1626 | info@musictherapyconnections.org

Dear Students & Families,

Welcome to Music Therapy Connections! We are so excited to provide you and your family with quality music classes and/or therapy services each week. We take great pride in our studio being a rich musical environment for individuals of all ages and abilities to learn and grow through music.

Once you have read this policy handbook in its entirety, please complete the agreement form via our website (musictherapyconnections.org/agreement).

Music Therapy Connections prides itself on being a female-owned Springfield-based company, and we feel our services provide the personal attention you deserve. We do the majority of our communication via email to reduce our carbon footprint and lessen the amount of paper on your end.

Music lessons and music therapy provide quality learning and growing experiences – gifts that will last a lifetime. We are confident that you will find Music Therapy Connections to be a trusted partner in your musical journey. If you have any questions, we look forward to hearing from you.

Sincerely,

Rachel & Katey

Rachel Rambach & Katey Kamerad
Co-Owners, Music Therapy Connections
info@musictherapyconnections.org

Mission Statement

It is the mission of Music Therapy Connections to help people of all ages and abilities learn and grow through music.

Our Responsibilities & Values

We are honored that you have chosen to pursue musical studies and/or benefit from music therapy services at Music Therapy Connections. We take our responsibilities to you very seriously, and strive to provide only the highest quality services to ensure that the well-being and growth of our clients remains our top priority.

We affirm the individual worth of each person and treat all people with respect, integrity, and dignity. We work to empower people to be their best and excel in all domains. We collaborate with all employees, personnel, health-care professionals, teachers, leaders, and parents to utilize the talents and creativity of all persons while providing the unique care each individual client deserves.

Location & Security

Music Therapy Connections is located at 1234 Centre West Drive, Springfield, Illinois 62704.

The interior door to our studio shall remain locked at all times. A door code will be assigned to each family as they begin lessons and will be modified as necessary. Please ensure that the door closes securely behind you after entering the building. This policy was created with the intention of keeping all of our families safe. We work with many families who have small children, so we ask that this door remain closed at all times and that each code remain confidential.

New Student Intake & Scheduling

Students may enroll for lessons or music therapy at any time. We reserve your student's space with the understanding that we will have a lesson or session each week at that time. If a permanent/recurring conflict arises with this designated time, please feel free to contact us to discuss alternate arrangements. We are happy to work with you to ensure a weekly lesson/session time that complements both of our schedules.

Studio Membership

Every student and client is a member of the Music Therapy Connections studio. Studio members not only attend regular lessons or music therapy sessions, but also have access to special events including recitals, workshops, social gatherings, etc.

Tuition

Rather than charging per individual lesson or session, studio members pay a monthly tuition fee. Our services include so much more than the time spent with students/clients directly. Tuition covers all of the following:

- Preparation time
- Lesson or session time
- Communication with parents/families
- Documentation of services
- Development of teaching/therapy materials
- Instructor training and experience
- Special event costs and preparation
- Professional association membership
- Music books, downloads and materials
- Continuing education
- Certification costs
- Studio expenses

Please understand that the tuition you pay reserves an exclusive weekly time in our studio schedule. We cannot refill that time nor can we create extra teaching time in which to provide services.

Tuition Rates & Payment

- 30-minute lessons.....\$120/month
- 45-minute lessons.....\$164/month
- 60-minute lessons.....\$220/month

- 30-minute MT sessions.....\$180/month
- 45-minute MT sessions.....\$240/month
- 60-minute MT sessions.....\$284/month

These rates are lower than what you would pay on a “per lesson/session” basis, as they take into account that everyone, instructors included, encounters illness and goes out of town occasionally. Current tuition rates are based on our history of average student attendance of lessons/sessions and account for several absences throughout the year. Though the payments occur monthly, they do not reflect a certain number of lessons or sessions per month.

Please bear in mind that some months will contain an extra week for which there is no additional charge. It is highly recommended that you attend regularly during these months, helping you to compensate for any lessons/sessions you may miss throughout the year. Because several absences are built into our tuition model and our teachers have dense schedules with specific time slots allotted for each individual, makeup lessons or opportunities to reschedule sessions are not generally offered or available.

Preferred form of tuition payment is auto-withdrawal from a checking account, which occurs on the 15th of the month. Payment information is collected when you sign the online policy agreement form (musictherapyconnections.org/agreement).

If your tuition payment does not go through for any reason, you have 10 days to amend payment information and make your payment.

If payment is not received within that period, a \$25 late fee will be applied. If the full payment and late fee are not submitted within the following week, services will be suspended until your balance is paid in full. We cannot guarantee that your spot will be held after that point in time.

Check payments are due on or before the 15th of the month. Invoices will be sent by email at the beginning of the month as a courtesy to families. A 10% late fee will be applied if a payment is not received by the due date.

Books and Materials

In addition to monthly tuition, new students/clients pay an initial \$40 materials/registration fee which covers their initial books, song downloads, sheet music, or other items provided by the instructor. After that point, it is at the discretion of the instructor to ask for reimbursement for such items.

Student Cancellations

Each instructor makes his or her living by teaching lessons and/or providing music therapy services, and holds a time slot for you. If you cancel your lesson/session or are not present for your scheduled time, the instructor is not able to make up that lost income. One of the reasons we implement a tuition model is in respect of our instructors' time and occupation. Each instructor is dedicated to his or her work and loves to share the gift of music.

As a courtesy to your teacher, please be sure to cancel any lessons at least two hours prior to start time, but preferably with as much notice as possible.

While we understand that situations may arise which cause students to miss lessons/sessions from time to time, payment credit will not be given, regardless of the reason. Absences are built into our tuition model and our teachers have dense schedules with specific time slots allotted for each individual. For these reasons, makeup lessons or opportunities to reschedule sessions are not generally offered or available. It is at the discretion of the instructor to provide makeup opportunities based on their availability.

Instructor Cancellations

Instructors are dedicated to providing weekly lessons/sessions to each individual within their studio. On occasion, instructors may cancel lessons due to an illness, vacation, continuing education experience, conference, or other extenuating circumstances. Because absences are built into the tuition model, instructors are not required to make up lessons but have the option to reschedule sessions when possible.

Leave of Absence

If your student(s) will be absent for more than four consecutive weeks (sports conflicts, summer vacation, etc.) a deposit equal to half a month's tuition for each month he or she will be absent is required to reserve the lesson time. Payment is non-refundable and is due before the leave of absence occurs. If tuition is not received or payment is refused, we cannot guarantee your spot will be available when you return to lessons as new students register on a daily basis.

Termination of Services

Should you decide to discontinue lessons or music therapy services, we ask for 1 month of advance notice. If less than 1 month of notice is given, we do charge full tuition for the entirety of the current month.

Sickness

If your child is sick and/or has missed school due to illness or not feeling well, do not send them to lessons/sessions. Music lessons and therapy sessions are very hands-on activities where the spread of germs by touching instruments or being in close contact with other individuals can easily cause illness. Please keep in mind that we work with many very young children who are more susceptible to illness. If a student is contagiously ill but feels well enough to participate, having a virtual lesson/session via Zoom is a viable option if agreed upon by the instructor.

Inclement Weather

If the roads are impassible due to weather, please do not risk your own well-being to attend lessons. Your safety is our priority. Please use your best judgement when deciding whether to attend lessons during inclement weather. If your instructor is not able to be at lessons due to the weather they will contact you as soon as possible.

Arrival, Waiting, & Pickup

Students should arrive for their lessons/sessions no earlier than ten minutes prior to their reserved times, and should be picked up promptly at the conclusion of their lessons/sessions. If a student arrives late for a lesson, the lesson will still end at its scheduled time.

Parents, siblings, etc. are encouraged to quietly wait in our reserved waiting areas during lessons/sessions.

Special Events

Each year, Music Therapy Connections hosts events for all students/clients to participate in. These events are included in the cost of tuition, and serve as

opportunities for students to expand and enhance their skill sets, gain performance experience, acquire feedback from other instructors, and engage with other students/clients at MTC.

Dates for any events or performance opportunities will be regularly shared with studio members via email. These include two student recitals where students and clients of all ages and abilities are encouraged to share what they have been working on in a performance style setting. All students are encouraged to participate in recital performances though participation is not required.

Media Release

Photos of students and video/audio recordings of student projects and performances may be posted online and used by the instructor for promotional and workshop materials. Identifying information will be excluded or limited to first names only. Parents wishing to exempt their students from any published media may do so on the agreement form.

Liability Policy

While Music Therapy Connections holds a liability policy, we require all families and students to be accountable for their actions. MTC holds individuals and families accountable for engaging in safe behaviors while in the studios and will charge clients for any damages done to MTC property.

Communication

The best way to contact your instructor is via email, which will be promptly returned with an email reply or phone call. Instructors always welcome emails or text messages from students during the week if they have questions regarding their assignments or other matters.

We love keeping you up-to-date with studio happenings! Below are the ways in which we can stay in touch outside of your lesson/session time.

- Studio Newsletter: Upon signing up for lessons, your email will be added to the email list to receive regular studio updates.
- Studio Website: Visit musictherapyconnections.org to find these studio policies, special events, our blog, and more.

- Facebook Page: Find us on Facebook (facebook.com/musictherapyconnections) where we share announcements, photos, videos, and more.
- Instagram Account: Follow us on Instagram (instagram.com/musictherapyconnections) for photos and videos.