

Josh Krushel

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# PIANO STUDENT POLICIES AND INFORMATION PACKAGE

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## ABOUT THIS DOCUMENT

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The following document details all policies which concern current and future students of my piano studio. They are applied equally to all students and family regardless of any circumstances. This document is an agreement to be discussed with each student or family, and by signing the associated registration form you agree to abide by them.

## GENERAL TEACHING PHILSOPHY

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### *Foster inspiration*

I wholeheartedly believe that students with a personal emotional attachment and relationship with a teacher or instructor will work much harder and accomplish much more than a student without this sort of relationship. I know from personal experience, that as a kid I was much more likely to work for a teacher that fostered a connection with me. This is why I always include some time to chat about music / the student's life, as I believe this is not wasted time, and just as valuable to their development as working on scales.

## COMMUNICATION

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**Text/ Call:** (587)-435-0621

**Email:** [jdkrushel@gmail.com](mailto:jdkrushel@gmail.com)

1. **Texting** is generally the best way to get a hold of me, I check texts periodically throughout the day, and I cannot always answer the phone, but I can respond to texts as needed.
2. **Email** is very useful to convey large amounts of information. I read and respond to emails daily
3. **Calling:** Is also acceptable, if I am unable to answer please leave me a message and I will get back to you as soon as possible.
4. **Confirmation** that you received a message is extremely helpful and I always appreciate it!

## BILLING AND COST

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**Payment is due in advance at the start of each month**, no later than the 7<sup>th</sup> day of the month. It always covers the upcoming month and is a flat rate regardless of how many lessons will take place in that month. I will always prioritize scheduling in order to maximise as many weekly lessons as possible. This accounts for variations in lessons per month for longer months vs those with holidays.

**Checks or online payment services are accepted.** Interact E-Transfer to [jdkrushel@gmail.com](mailto:jdkrushel@gmail.com) is preferred – with each payment you will receive an itemized receipt for your records. Checks can be made out to “Josh Krushel”. If a check is bounced, the bank fee will be added to your next monthly bill. **A late fee of \$20** may be applied if a payment is received late

**If you are owed a refund** the amount will be deducted from the next month’s bill or you will receive an interact e-transfer or cheque.

## CONTINUED

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**Tuition rates** can be found below. Tuition will be adjusted for inflation over time. These changes will only be made at the start of the fall semester.

<b>Lesson Length</b>	<b>Per Month Per Student</b>
20-30 mins	\$100
45 mins	\$150
1 Hr	\$200

**One off lesson are available** for both theory and jazz improvisation. These are a flat rate of \$55 /hr.

**Discounts** are given to families with multiple students enrolled:

<b>Number of students</b>	<b>Discount per month</b>
Two students	\$10
Tree students	\$40
Four students	\$75
Five students	\$120

**These rates account for all additional materials** (Excluding RCM exam fees). This means all lesson books, notebooks or online resources are taken care of.

Under certain extraordinary circumstances there may be a specific material that I would not be prepared to pay for, but this material would never be required, simply recommended.

## CALENDAR AND SCHEDULING

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**Lessons take pace weekly and run all year divided into three semesters.** These run somewhat in accordance with school schedules.

**Fall Semester:**

First Monday after Labor day to January 1<sup>st</sup>

**Winter Semester:**

January 2<sup>nd</sup> to May 30<sup>th</sup>

**Summer Semester:**

June 1<sup>st</sup> – August 30<sup>th</sup>

## SCHEDULING AND CANCELED LESSONS.

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**A new lesson schedule is prepared for each semester.** Every family must turn in a scheduling form detailing their complete availability for the upcoming semester, which will be used to put together a schedule that works for everyone.

**Lessons can be canceled by you at any time,** and they will always be rescheduled if possible. Please notify me as soon as possible to make it easier to schedule a make-up lesson!

**Student-canceled lessons are not refunded.** If a mutually agreeable time is not able to be found the lesson will be cancelled outright. Refunds are offered for lessons which were canceled by me and were not rescheduled.

## ABSENCE AND TERMINATION

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**If you must miss more than a month of lessons it is treated as an absence.** You will not be asked to pay for missed months, and you will receive a refund for any lessons already paid for that are missed as part of an absence over a month, if you are paying with pre-authorized payment.

**You are free to terminate lessons permanently at any time and for any reason.** If you do so before the end of the month, you will not be refunded for the remainder.

## COVID / ONLINE POLICIES:

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**All lessons are currently being delivered online due to COVID-19.** When the time comes when I feel comfortable to open up my studio in person, we can have a conversation around what delivery model we are comfortable with.

**Students are required to have access to a computer able to run the Zoom** digital meeting platform. I use zoom as I have found this program the most usable for online music teaching and performance. Having parents around while I'm teaching is encouraged, either prior to or during the first lesson I require parents to be around for a 15-minute zoom orientation as there are some music specific settings that I will require us to set up.

## FREQUENTLY ASKED QUESTIONS.

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### **Are refunds given for scheduled holiday breaks?**

Tuition rates already account for the seven weeks of holiday breaks and so no refund is necessary. Refunds are given when I cancel a lesson and it is not rescheduled.

**How are canceled/missed lessons handled?** As soon as you contact me to cancel a lesson (or vice versa) I will ask you if you can fit a makeup lesson in one of the two days before or after your regularly scheduled lesson. Under certain circumstances a make-up lesson may also be scheduled during one of the seven holiday weeks.

**What happens if a rescheduled lesson is canceled?** If a rescheduled lesson is canceled and an alternative time within the reschedule window isn't found, the refund status will depend on who canceled the original lesson.

### **Can time be added to the next lesson to make up for a cancellation?**

Lessons are already extended as needed to accommodate that week's subject, but arbitrarily lengthening "random" lessons quickly leads to diminishing results if it wasn't already needed. The rescheduling policy is intended to reduce two-week gaps in lessons, as consistency is the most important factor in student growth.

### **Why aren't my children's' lessons always the same length?**

There are a few common reasons why a lesson may be longer or shorter than expected:

- 1. Some topics are more involved and require additional time to wrap** them up in one day, resulting in a longer lesson which I happily provide as my schedule allows.
- 2. Younger or less experienced students often need less** time at first but slowly progress to longer lessons over time.
- 3. If a student hasn't practiced much during the week** then their lesson will sometimes be shorter as it focuses primarily on getting them back on track and then doing some supervised practicing.