



Studio Policies

Last updated August 2021

Welcome to the Best in Music Education Center!

We're thrilled to have you with us.

At the Best in Music Education Center (BIMEC), we are dedicated to creating and supporting musicians of all ages. We hope to make the creation, expression, and enjoyment of music accessible to everyone.

All students who enroll at BIMEC are required to read and sign our student policies. By continuing in lessons after receipt of these policies, you agree to abide by and follow them.

These policies can and should be referenced frequently.

Contact us with any questions!



Call: 801-802-0625



Text: 801-899-9354



schedule.bim@gmail.com

Absences, Tardies, And Make-Up Policies

STUDENTS - LESSON CANCELLATIONS

- Your tuition purchases a specific slot in the schedule and will not be refunded if you have to miss your scheduled lesson. We want you to take advantage of every lesson! However, we know that you may occasionally choose to miss your scheduled lesson due to illness, vacation, or another conflicting event. Please make attending your scheduled lessons a priority whenever possible. In the case of illness or quarantine, students have the option to convert to an online lesson with their instructor so they do not have to miss the week!
- The administrative staff must be notified of upcoming absences or they will not be recorded and the student will not be eligible for make-up credits or a rescheduled lesson. Informing your teacher alone does not guarantee accurate attendance recording.
- Students under the age of 18 who give at least 24 hours advance notice of an absence are eligible to attend our group make-up class (held on the first Saturday of every month at 12:00 PM). This is valid for the next upcoming month's Saturday group lesson only and will not accrue.
- Adult students (age 18+) who give 24 hours notice will be eligible for a rescheduled private lesson with their instructor as the instructor's schedule allows.
- Students who give less than 24 hours advance notice of an absence or do not give any notice for an absence forfeit that lesson and are not eligible for the Saturday group make-up lesson.
- Tuition is not refunded or prorated for missed lessons.

TEACHERS - LESSON CANCELLATIONS

- If a teacher is unable to teach and gives sufficient notice, BIMEC will do their best to find a substitute to replace the teacher until they return. Students who choose to not take lessons from the substitute will not be refunded for the missed lesson.
- If a teacher does not give enough notice of their absence and BIMEC cannot find a substitute, students will be scheduled for a private make-up lesson when their teacher's schedule permits within the current or following month. Students who choose not to use this rescheduled private lesson option will not be refunded for the missed lesson.
- If a teacher is unable to teach a lesson for whatever reason and no substitute is available, the student will receive a private rescheduled make-up lesson.

STUDENT TARDINESS

- Students who are tardy to their lesson by 15 minutes or more forfeit that lesson.
- Students who are less than 15 minutes tardy will receive instruction for the duration of their lesson time slot. Lessons will not go over their scheduled time slot to make up for time lost due to student tardiness.

Studio Policies

WAITING AREA

- No food or drink (besides water) is allowed in the waiting area or studios.
- We have a small selection of toys and books available for use while waiting for lessons. Parents are responsible for monitoring their children and cleaning up any messes they make.
- Children may not be left unattended by a parent for any amount of time.
- Diapers should only be changed in the restroom (located upstairs in the piano gallery area).

RETAIL STORE

- Parents are responsible for making sure their children do not venture into the retail store unattended.
- Any merchandise that is damaged must be paid for.
- Retail merchandise cannot enter the studios until after it is purchased.

LESSON OBSERVATION

- Parent observation in lessons is encouraged, especially for younger students.
- Parents are welcome to ask for teacher advice on the best way to aid their child's learning. They may not seek personal instruction from their child's teacher. Teachers may ask observing parents to wait outside if they become overly disruptive to the lesson.
- If parents are observing their child's lesson, they should leave other children in the waiting area (only if they have another responsible and capable person to watch them) or leave them at home.

Teacher Contact Policy

HOW AND WHEN TO CONTACT YOUR TEACHER

- Parents and students are encouraged to contact their instructor(s) as needed during the week regarding practicing, lesson assignments and materials, etc. All scheduling matters must be taken care of with the administrative staff.
- The administrative staff and the teachers will not release any teacher's personal contact information to anyone. If you need to contact your teacher, you may do so through our online student portal, My Music Staff, or via their BIMEC gmail address or Google text line (we will provide these!). You are also always welcome to reach out to the administrative staff and they will pass along your message.

Tuition

TUITION IS NON-REFUNDABLE

- If a student withdraws in the middle of the month, tuition will not be refunded (see withdrawal policy on the next page).
- Tuition is a flat rate per month regardless of the number of lessons received that month. Tuition is also not prorated for holiday closures.
- Tuition is not prorated for student absences (see absences policy on first page).

PAYMENT METHODS AND DUE DATES

- BIMEC requires a credit card number on file for each family (Visa, Master Card, Discover, or American Express).
- Tuition is due **exactly 1 week before the first of each month**. This usually falls on the 21st or 22nd of each month. Students have two options for processing monthly tuition:
 1. **Auto-Pay**: Families can choose to add a credit card to their account and authorize that it be automatically processed on our regular billing schedule (automatic payments are processed **exactly 10 days** before the first of each month). If tuition cannot be pulled from the credit card on file, the student will be notified and have until the due date to update their card. If the card is not updated by this time, a late fee will be automatically added to the account. last business day of the month to update their credit card. If the card is not updated by that day, the student will be removed from their teacher's schedule.
 2. **Self-Pay**: If you have not elected AutoPay, you will be responsible for paying tuition by the due date indicated on each invoice received. This due date will be exactly 7 days before the 1st of the next month (usually the 25th or 26th of the current month). We accept cash, check, payments over the phone, or payments online (credit/debit). A \$5 convenience fee applies to accounts paid online that are not on AutoPay. Accounts unpaid by the due date will be charged a \$10 late fee and any account unpaid by the last business day of the month will be dropped from lessons until 24 hours after payment has been received.

Note: Students who are removed from the schedule due to unpaid tuition can be returned to the schedule 24 hours after their balance is paid. BIMEC cannot guarantee that the student's lesson time will still be available. If the student does not return to the schedule for 30 days or more, re-registration will be necessary (including the \$25 registration fee).

TUITION RATES

- All students must pay a \$25 registration fee when they enroll each year (upon initial enrollment and then every September - following the school year). This fee applies per student, up to 2 students per family (\$50 maximum per family).
- Families with multiple enrolled students are eligible for the Multi-Student Discount: \$5 off tuition for the 2nd student, \$10 off tuition for all additional students enrolled in private or custom group lessons. Group Programs (Kodály Strings, Let's Play Music, etc.) have their own pricing structure and are not eligible for multi-student discounts.
- Students enrolled in multiple classes will receive \$5 off *each additional class.

<i>Traditional Student Rates (lesson time 3:00 PM - Closing)</i>	
30 minute (weekly) private lessons	\$109/month
45 min. private lessons	\$164/month
60 min. private lessons	\$218/month

<i>Early Bird Student Rates (lesson time 10:00 AM - 2:30 PM)**</i>	
30 minute (weekly) private lesson	\$104/month
45 min. private lessons	\$156/month
60 min. private lessons	\$208/month

** Not applicable in Summer

<i>Other Lesson Types - Rates (regardless of time scheduled)</i>	
30 min. DUO (2 students)	\$79 per student/month
45 min. DUO (2 students)	\$84 per student/month
60 min. DUO (2 students)	\$89 per student/month
*60 min GROUP (3+) (no multi-student discount applies)	\$65 per student/month

Withdrawal Policies

NOTICE OF WITHDRAWAL

- Intent to withdraw must be given directly to the administrative staff by the last business day of the month or tuition for the next month will be charged and not refunded.
- Certain programs include early withdrawal fees. Private lesson students will not be charged a withdrawal fee, but need to alert administrative staff of their intention to drop before the last day of the month, otherwise they will be charged for the full month's tuition with no refund. Students who withdraw for more than 1 full month will need to re-register (including paying the \$25 registration fee for the year session again) before resuming classes.

TUITION POLICIES FOR CANCELLATIONS

- Tuition for an upcoming month can be refunded if a student cancels with sufficient notice (by the last business day of the month). For example, students will be refunded already processed July tuition if they notify us of an intent to withdraw/cancel by the last business day of June.

Studio Recitals

BIMEC RECITALS

- BIMEC holds two recitals each year: in December and May. The specific dates of the recitals can be found on the year calendar. Specific times for each recital series will be coordinated between teachers, students, and the administrative staff at the several weeks before each recital. Other opportunities for performance can be made available (arrangements can be made between students, instructors, and admin).
- Teachers will recommend a specific day and time for their studio recital. Students must confirm their attendance at their teacher's preferred recital time slot with the front desk. Additional coordination based on individual needs can be arranged.

Student Portal

USING THE PORTAL

- We use an online student portal called My Music Staff for scheduling and communication. This site can be used to view account details, make tuition payments, receive and send messages or lesson notes, and more. If you have any questions about using your MMS account, please let us know!