

OPUS11 SCHOOL OF MUSIC STUDIO POLICY

Opus11 Mission & Responsibilities

We're passionate about teaching music in a way that's accessible and individualized. We believe that neither age nor ability is a barrier to learning music. We want everyone to have access to the joy of music, so you can have fun with it for a lifetime and pass your love down to your own children. At Opus11, you're not bound by a certain style of music or class structure. Practice classical or contemporary music. Learn to play your favorite songs by ear. Study theory and composition. Sky's the limit! We'll pair you with a teacher who'll get you there, whatever "there" looks like for you.

All teachers employed by Opus11 School of Music teach music for the purpose of instilling a lifelong love for music and the arts. The studio has a positive and enthusiastic environment, we tailor the curriculum to match each student's specific learning needs and personal growth, and we are committed to providing a caring and safe environment for our students and families.

Tuition

In addition to actual instruction time, your tuition covers preparation time for the instructors which includes, but is not limited to:

- Creation of an individualized plan for each student's course of study
- Recital preparation and repertoire planning
- Music lending library
- Field trip to the Beethoven Center
- Studio Enrichment Classes/Workshops
- Studio Recitals throughout the year
- Pre/Post-lesson communication and preparation. (Lesson notes are sent by email within 24-48 hours of a class.)
- Research and assistance with registration in festivals/competitions/exams
- Access to a multitude of other community events and opportunities that come up throughout the year
- Online access to a student portal allowing for better communication with teachers to monitor progress effectively

All students are encouraged to participate in the annual Certificate of Merit (CM) evaluation, CAPMT Piano Auditions, National Guild Exam, as well as numerous other community events. Please be aware that participation in the CM, or other graded performances will require an increased level of commitment. Participation in these programs will be at the teacher's discretion, and the teacher reserves the right to remove students from these programs at any time. Tuition does not include fees for non Opus11 activities. Fees for these events will be due as soon as the student is registered.

Please review the Opus11 Pricing Schedule for details regarding pricing and payment policies.

Student & Family Responsibilities

Students agree to arrive at each lesson on time, well-prepared, and with all assignment books and musical scores. Students who are late for a lesson cannot be guaranteed full lesson time. To make good progress, daily quality practice is necessary. It is important that all instructions and assignments are fully understood; please ask if they are not.

Opus11 School of Music reserves the right to dismiss any student due to frequent absences, disciplinary problems and/or parental noncompliance with studio policies.

If something is happening at home or school that is affecting you or your child, please let us know. Always err on the side of overcommunicating so that we can be sensitive to your needs. A quick text on the way to lesson can make the difference between a great lesson and a difficult one.

To help foster an environment of concentration and focus, and to minimize unnecessary stress, we ask that parents, siblings, family, and friends remain outside of the instruction room during lessons. Any exceptions to this rule shall be made at the teacher's discretion.

It is important for students to have access to a well-maintained instrument in order to make progress with any music lessons. Your instructor can make appropriate recommendations for your specific instrument.

When enrolled in piano lessons, we recommend having access to a high-quality acoustic piano as soon as lessons begin, as this builds the foundation for ongoing progress. If you are interested in purchasing a new piano, or wish to have the option to rent an appropriate piano before making the decision to invest in a new instrument, please contact Bozkurt Erkmen of San Mateo Pianos by calling (650) 376-3812

Parents/students are responsible for obtaining all materials and supplies necessary for success, such as music scores, notebooks, music sheets, pencils, etc.

Make-up Policy

When a student is enrolled in lessons at Opus11, our teachers reserve that time in their schedules, prepare lesson plans, and take a keen interest in the development of our students. We therefore in return expect students to arrive on time for all their scheduled lessons. **If a student arrives late for a lesson, only the remaining time for that lesson shall be provided.**

If a scheduled private lesson needs to be cancelled, the following options are available only if the lesson is cancelled via our online portal (the preferred method), or if an email is sent to billing@opus11.com, **at least 24 hours prior to the lesson's scheduled start time**:

- With proper notice, a **make-up credit** will be issued.
 - The make-up credit can be used to schedule a make-up lesson with any teacher at Opus11 who teaches the same instrument for the same lesson duration. Scheduling can be done via our online portal, or the request can be made via email to billing@opus11.com or by phone at 408-520-4110.
 - The make-up credit can be used to try a different instrument. Requests to do so should be sent by email to billing@opus11.com
 - The make-up credit will expire 30 days after issue.
 - No more than 3 make-up credits can be outstanding at any time.
 - Make-up credits may be split and converted to 15-minute add-ons to existing upcoming lessons (schedule permitting)
 - The make-up credit may **not be** converted into a financial credit for tuition relief.
 - Make-up lessons **may not** be rescheduled.

If notice to cancel a lesson is given less than 24 hours prior to the start of a lesson, the lesson is ineligible for a make-up credit, refund, or tuition credit of any kind under all circumstances. Virtual lessons can always be requested in lieu of an in-person lesson due to illness or for any other reason.

If your teacher is unable to teach your scheduled private lesson, we will make every effort to assign a substitute teacher with a similar teaching style/expertise. In the event we are unable to assign a substitute, we will provide a non-expiring (for the duration of the student's enrollment) make-up credit which otherwise has the same options and limitations as described above.

If a student needs to miss a group class, there is no refund or tuition credit available. However, the student may attend the same class as offered on an alternate day and time. An email to billing@opus11.com at least 24 hours prior to the class's scheduled start time is appreciated.

In the extremely rare circumstance that Opus11 must cancel a group class, we will send an email with all available options to attend the same class that is offered on an alternate day/time. If the class has no alternate options, we will reschedule the class.

Health & Safety

In an effort to maintain a healthy and illness-free environment, students should come to any in-person lesson or event free of any cold or flu-like symptoms, which include but are not necessarily limited to a stuffy nose, sneezing, coughs, sore throat, or fever. **If a student arrives for a lesson or event exhibiting such symptoms, the instructor may, at his or her sole discretion, choose to cancel the lesson due to student illness. In this event, no make-up credit shall be provided and the lesson will be considered forfeited.**

Our policy for missed lessons due to illness does not deviate from our standard make-up policy in that we require 24-hours notice in order to be able to reschedule the lesson or receive a make-up credit. **If a student is ill the day of a lesson, the**

lesson can be converted to a virtual lesson at the same scheduled time, or the lesson may be transferred to a sibling, other family member, or friend. To request a virtual lesson, please contact us via email at billing@opus11.com at least 3 hours prior to the scheduled lesson time.

Should it become necessary to comply with additional shelter-in-place or other restrictive measures due to COVID-19 or any other "Public Emergency," the Studio is prepared to shift all instruction into a virtual environment. There will be no change to the tuition fee structure or any other policies in the event we must shift to virtual lessons.

Any students who exhibit any violent tendencies or otherwise threaten an instructor, either verbally or physically, will have their lesson terminated immediately. In this circumstance, Opus11 School of Music reserves the right to disenroll that student from all future classes and events, and no portion of any tuition paid shall be refunded.

Unless written notice is given to the studio instructing otherwise, Opus11 and its operators are granted permission to seek medical treatment for a student in the event they are not able to reach a parent or guardian. It is the parent or guardian's responsibility to notify Opus11 in writing of any physical/mental problems or restrictions or conditions affecting their student.

Termination/Transfer

Opus11 provides for the option to place enrollment in private lessons on a Summer Hold during the months of June, July, and August only. Enrollment may be placed on hold for a maximum of two months, with a minimum of 14-day notice before the first day of the month where the hold is to take place. The latest resume date is September 1. **Your scheduled teacher and lesson day and time will be held only with pre-payment of tuition for the returning month at the time of departure.** While enrollment is on hold, students may purchase individual lessons during that time, but the hold may not be cancelled nor may its duration be modified once confirmed. Holds are not available at any other time during the year. **If a student discontinues lessons without placing their enrollment on hold, the new student enrollment fee will apply when the student returns and will be subject to then current schedule availability.**

Students who wish to temporarily stop in-person lessons due to travel or illness may shift their lessons to a virtual setting to ensure progress continues and the timeslot is retained. Tuition is due per the normal schedule.

Students or families who wish to terminate their enrollment at Opus11 School of Music must complete our [Cancellation Form](#) to begin the process. **The cancellation form must be completed by the 15th day of any given month in order to take effect at the end of that same month. If the form is completed on or after the 16th day of the month, the termination will be considered effective as of the end of the following month. There are no exceptions to this policy.**

ALL lesson credits WILL EXPIRE 90 days after disenrollment, including "non-expiring" credits issued by Opus11 School of Music. The new student enrollment fee will apply to any former students who wish to return to Opus11 School of Music at a later date. No portion of any tuition payments made shall be refundable as a result of a request to terminate or under any other circumstance.

Instructors of Opus11 School of Music are employees of the school and as such are contractually obligated not to privately teach any Opus11 students or family members outside of the school. Any such request will be denied and immediately reported to Opus11 management.

Pickup/Drop Off:

Opus11 School of Music is unable to provide before or after class supervision of students at our facilities. Children are under supervision during their lesson times only. It is therefore the responsibility of parents to drop children off exactly when lessons are scheduled to start and pick up exactly when scheduled to end.

Waiver and Release of Liability:

For the purposes of this release of liability, "activity" refers to any lesson, class, or event offered by Opus11 School of Music at any of our locations or venues. By attending, and/or allowing your children to attend any Opus11 activity, you are acknowledging and agreeing to the following release of liability in its entirety:

I, AND/OR MY CHILDREN AND ANY/ALL FAMILY MEMBERS AND/OR AFFILIATES, ARE VOLUNTARILY PARTICIPATING IN ANY OPUS11 SCHOOL OF MUSIC ACTIVITY AND I/WE ARE PARTICIPATING IN THE ACTIVITY ENTIRELY AT MY/OUR OWN RISK. I/WE ARE AWARE OF THE RISKS ASSOCIATED WITH PARTICIPATING IN THIS ACTIVITY WHICH MAY INCLUDE, BUT ARE NOT LIMITED TO: PHYSICAL OR PSYCHOLOGICAL INJURY, PAIN, SUFFERING, ILLNESS, DISFIGUREMENT, TEMPORARY OR PERMANENT DISABILITY (INCLUDING PARALYSIS), ECONOMIC OR EMOTIONAL LOSS, AND DEATH. I/WE UNDERSTAND THAT THESE INJURIES OR OUTCOMES MAY ARISE FROM MY/OUR OWN OR OTHERS' NEGLIGENCE, CONDITIONS RELATED TO TRAVEL TO AND FROM THE

ACTIVITY, OR FROM CONDITIONS AT THE ACTIVITY LOCATION(S). NONETHELESS, I/WE ASSUME ALL RELATED RISKS BOTH KNOWN AND UNKNOWN TO ME, US, OR MY/OUR PARTICIPATION IN THIS ACTIVITY.

I/WE HEREBY ACKNOWLEDGE THAT I/WE HAVE CAREFULLY READ THIS "WAIVER AND RELEASE" AND FULLY UNDERSTAND THAT IT IS A RELEASE OF LIABILITY. I/WE EXPRESSLY AGREE TO RELEASE AND DISCHARGE OPUS11 SCHOOL OF MUSIC INC. AND ALL OF ITS AFFILIATES, MANAGERS, MEMBERS, AGENTS, ATTORNEYS, STAFF, VOLUNTEERS, HEIRS, REPRESENTATIVES, PREDECESSORS, SUCCESSORS, AND ASSIGNS, FROM ANY AND ALL CLAIMS OR CAUSES OF ACTION AND I/WE AGREE TO VOLUNTERILY GIVE UP OR WAIVE ANY RIGHT THAT I/WE HAVE TO BRING A LEGAL ACTION AGAINST OPUS11 SCHOOL OF MUSIC FOR PERSONAL INJURY OR PROPERTY DAMAGE. I/WE FURTHER AGREE TO INDEMNIFY AND HOLD HARMLESS OPUS11 SCHOOL OF MUSIC AND ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS AND AGENTS FROM ANY AND ALL CLAIMS RESULTING IN INJURY OR DAMAGE ARISING OUT OF, OR IN ANY WAY CONNECTED OR ASSOCIATED WITH THE ACTIVITIES.

Photo/Video Release:

Unless otherwise requested in writing by email to info@opus11.com, by participating in any lesson, class or event offered by Opus11 School of Music at any of our locations or venues, parents and/or guardians of each student hereby grant and authorize Opus11 School of Music Inc. the right to take, edit, alter, copy, exhibit, publish, distribute, and make use of any and all photos or video taken of me and/or my children by Opus11 School of Music Inc. to be used in and/or for legal promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising letters, annual reports, press kits and submissions to journalists, website, social networking sites, and other print and digital communications, without payment or any other consideration. It is acknowledged and agreed that such materials shall be the property of Opus11 School of Music, Inc., and will not be returned. Authorization is also hereby granted for Opus11 to copyright such photos, video or audio recording in its name. These authorizations extends to all languages, media, formats, and markets now known or hereafter devised. These authorizations shall continue indefinitely unless I otherwise revoke said authorization in writing.

Disclaimer:

We reserve the right to refuse service to anyone for any reason.

Opus11 Pricing Schedule

Families and students of Opus11 School of Music have the option to pay tuition according to the options outlined below:

1. FLAT MONTHLY RATE: Tuition is fixed from month to month and takes into consideration all holidays and school days off, therefore it does not fluctuate with the number of lessons attended or offered in any given month. All group classes are billed on a flat monthly rate basis. This price plan provides the best value for students who plan to attend classes very regularly and are active members of the school. **The plan includes all extra activities, recitals, and events sponsored by Opus11 at no cost** and results in a slight discount over the Pay-Per-Lesson option. Please review the "Make-up Policy" Section of the Studio Policy for details regarding lessons that are missed.

2. PAY-PER-LESSON: Students or families may purchase a set of 4, 8, or 12 lessons which can then be individually self-scheduled; **no regular recurring lessons will be scheduled**. This serves as our most flexible option. Prepaid lessons have no expiration, however once booked they may be cancelled and rescheduled as necessary and **in accordance with our standard make-up policy** up to 24 hours before the start of a scheduled lesson time. Students who purchase pre-paid lesson packs are welcome to attend recitals and other Opus11 events, however additional fees (ranging from \$15-\$50) will apply to attend those events.

Auto-Pay is enabled by default. If we have a credit card saved on file, we will automatically charge it for all lessons scheduled for any given month at the start of that month. Payment cards can be added or modified via our student portal. (Credit card information is stored securely and the only information visible to any Opus11 employee is the last 4 digits of your card.) If we do not have a credit card on file, the system will send regular reminder email messages to indicate that payment has not been made. **All balances due must be paid in full within 7 days of the due date to avoid a \$35 late fee.** To opt-out of credit card auto-pay, please send an email to billing@opus11.com with your request. Payments can be made by credit card at either of our locations using our credit card terminal. While credit cards are preferred, we can also accept cash or personal checks. A \$100 fee applies if a personal check does not clear.

A \$75 new student enrollment fee is applicable on a **per-student** basis for all students who enroll with flat rate or group lessons at Opus11 School of Music. The enrollment fee does not apply to students who purchase prepaid lesson packs.

Trial Lessons are available and encouraged at Opus11 School of Music

The trial lesson fee is due and payable before the trial lesson can begin.

Students who enroll at Opus11 after the start of any given month will have their tuition for that month prorated and will receive an invoice as soon as lessons commence. That prorated invoice is due and payable immediately. At the start of the following month, normal billing will commence. All tuition fees are non-refundable.

Additional classes and lesson plan structures may be added or removed from Opus11 at any time and without notice. Tuition prices are subject to an annual increase every September.

Any individual student who takes more than one class or instrument at Opus11 is eligible for a discount. Contact info@opus11.com for details.