



Studio Policies and Handbook

Welcome to Ovation Music Studio. By using our services, you agree to the following terms and conditions. Please read the information carefully regarding our studio policies and rules.

Contact and Communication

Ovation Music Studio can be reached in the following ways:

Email: ovationmusicstudioNY@gmail.com

Phone/Text: (516) 418-7244

Website: www.ovationmusicstudio.com

Mailing Address: Ovation Music Studio

150 Haven Ave.

Port Washington, NY 11050

- New Student Sign-up: Visit www.ovationmusicstudio.com/newstudent to register as a new student.
- Student Portal: The student portal is your link between you and your teacher. Log in information will be sent to the email address you provide in the 'new student sign-up' form. Sign in to view upcoming lessons, any notes from your teacher, your current repertoire, and more. From here you can cancel a lesson, send your teacher note, and log your practice hours! You can find the student login portal on the homepage of our website, or at login.mymusicstaff.com. You are responsible for keeping your contact information up to date.

Attendance and Cancellation Policy

By signing up with Ovation Music Studio, you are registering for a recurring, weekly lesson time with one of our teachers, unless other arrangements have been made in writing.

- **24-Hour Notice** is required if you need to change or cancel your lesson. You must notify Ovation Music Studio in writing by email, or by cancelling through the Student Portal.
- Any cancellations after the 24-hour deadline must be confirmed directly with your teacher, and you will be responsible for full payment of the lesson. The only exceptions to the 24-hour cancellation policy are in cases of a family emergency or severe event (weather, or otherwise) that cancels the local public schools.
- If a teacher cancels a lesson for any reason, you will not be charged for that lesson.
- Because of our teachers' tight schedules, we ask that the student is present and ready to begin at the scheduled lesson time with all the materials they need. Please note that our teachers cannot give extra time due to a student's lateness.

Lessons with Ovation Music Studio take place in your home. You agree to maintain a suitable room or designated space for the lesson, and to provide the necessary instrument(s). All voice students must provide a working keyboard or piano.

Payment

Ovation Music Studio bills lessons in groups of four (4), paid in advance. All invoices will be sent to your provided email address, and can be paid online or by mailing a check to the address above.

- After you pay an invoice, you will receive a credit for each prepaid lesson. Lesson credits are applied as you use them, and can be rolled over in the case of cancellations or absences in accordance with our policy. Lesson credits must be used within 120 days from date of purchase. Any unused lesson credits can be refunded upon request within the 120-day deadline.
- When your account reaches zero (0) credits, you will be issued an invoice for a new group of lesson credits. This invoice must be paid before the next scheduled lesson.
- Any returned checks may be subject to additional bank fees.

Recitals

As a student of Ovation Music Studio, you will have the opportunity to perform at our recitals. Recitals are a great way to prepare for an upcoming audition or competition, or to show off your hard work to your families and friends. Performance in our recitals is subject to a separate fee and is governed by the same 24-hour cancellation policy. If you cancel your participation in a recital after the 24-hour deadline, you will be responsible for full payment of the recital fee.

Privacy Policy

Ovation Music Studio, its Members and Teachers, will never share any of your personal information with anyone, at any time. This includes, but is not limited to email addresses, physical addresses and phone numbers. You agree that you will not share any of our teachers' personal information without their consent. We will never post any student pictures, videos, or other information to our social media accounts without prior consent.

Disclaimer

Ovation Music Studio will not be held responsible for any damages or injuries that may occur in connection with our services, or for any actions of our instructors. Any updates to this policy will be sent via email.