

Charlie Hall's business policy effective January 2011

Contacting me. I'm at at 719-649-1649 or charlie@dayjobmusic.com. Email or text messages work best; I don't often answer my phone during the day.

Location. Lessons are at 2003 N. Royer St. in Colorado Springs. There's a map available at <http://www.dayjobmusic.com/directions-to-2003-royer.htm>, or if you write me, I'll email it to you.

Lesson Plans and Tuition. There are two ways to schedule your lessons:

- If you study half time, your tuition is a fixed rate of \$80 per month. You'll have 24 lessons during a calendar year, or an average of two lessons per month. They'll generally, but not always, be every other week. To distinguish between half-time students who are on one week and those on another, I refer to "Cycle 1" or "Cycle 2."
- If you study full time, your tuition is a fixed rate of \$150 per month, and you'll have 44 lessons during a calendar year. That's four lessons per month during 8 months, three lessons per month in the remaining four months.

Lesson length. Lessons are 45 minutes long, and are spaced at 45-minute intervals.

Payment for the month is due at your first lesson of the month. If you're going to miss your lesson such that your payment would get here after the 15th of the month, please mail it to me at my address listed above.

Payment methods include cash, check and credit card. I'm OK with anything, just as long as I don't have to chase you down for payment. My preference is that you authorize me to charge the payment to your credit card every month; I do it right around the first of the month. That makes life easier for you and me.

Missed lessons and rescheduling. If I have a week's notice, I can work with you on rescheduling. After that it becomes difficult. Here's my policy:

If this happens:	We'll handle it like this:
Weather prevents you from making your lesson.	I'll work with you to find a make-up time that will work for both of us.
You can't make your lesson as scheduled, and you give me at least 7 days' notice.	I'll work with you to find a make-up time that will work for both of us.
You can't make your lesson as scheduled, regardless of the reason, and you give me less than 7 days' notice. (Definitions: "Regardless of the reason" ranges all the way from "I just don't feel like it" to "I just got hit by a beer truck." "Less than 7 days' notice" ranges all the way from not showing up to calling me 6 days, 23 hours, 59 minutes prior to your lesson.)	You get two "Mulligans": the first two times it occurs in a calendar year, I'll work with you to find a make-up time and won't charge you. After those two times, your options are: <ul style="list-style-type: none"> • We'll find a make-up time that works for both of us, and I'll charge you a reschedule fee of \$15, or • You forfeit your lesson
I can't make your lesson as scheduled, and I give you at least 7 days' notice.	I'll ask you to work with me to find another time that'll work for both of us.
I can't make your lesson as scheduled, regardless of the reason, and I give you less than 7 days' notice.	Your options are: <ul style="list-style-type: none"> • I'll credit you back the cost of the missed lesson, or • We'll find a make-up time that works for both of us, and I'll credit you back \$15.

Practice

If you're going to get better on your instrument, you're going to need to practice; it's that simple. You're going to need to put in a *minimum* of 30 minutes a day of real practice—not just playing around—to see results. 45 minutes or an hour is much better. I rarely drop students because they don't practice, but it happens.

What I would like to do is give everyone music that appeals to them so much that they just can't stop playing, but because there are skills you just need to build and music is so subjective, it's often difficult to hit that.

If you're not just dying to practice, it may be that you just don't find the music motivating. Let me know. I can't always fix it, but I will try.

Acknowledgment

My signature indicates that I really, no kidding, honest-to-Pete, have read and understand the policy listed above.

Printed name: _____

Signature: _____

Date: _____