



Class/Camp Policies & Procedures 2010-2011

Dear Student,

Hello and welcome to Vocal Zone Voice Studios!

We look forward to working with you and helping you to learn more about your voice and grow as a singer. To get started, we would like to share with you some policies and procedures we have developed for our voice classes and camps:

1. **Payment:**
Fees for voice class or camp need to be paid IN FULL on or before the first day of the class or camp in order to reserve a spot.
2. **Refunds:**
As a general rule, full refunds for classes/camps are not admissible once the class/camp has begun. However, if the student/parent is not satisfied with the class/camp, an official complaint and request for refund may be submitted in writing to Vocal Zone no later than the 2nd class or camp day. At that point, careful consideration is given to the situation, and it is the teacher's discretion to determine whether a full or partial refund is necessary.
3. **Class Time:**
The class time begins at the time it is scheduled and ends at the time it is scheduled. Students may not arrive more than 10 minutes early or stay more than 10 minutes late. Students who are late to class may come in quietly and sit down without drawing attention to themselves. Information missed due to being late may be obtained by the teacher via email or telephone or by a classmate after class has ended.
4. **Missed Classes:**
When students/parents commit to a voice camp or a voice class, they commit to the whole camp or the entire duration of the voice class. If students are late or miss class for any reason, Vocal Zone is not responsible for make-up classes or a partial refund due to their absence. Students who are not contagious but simply do not feel up to singing in a class may come to class and participate as an audience member and help support their peers.
If several students cannot attend a particular day of class, it is the teacher's discretion to decide if the class should be rescheduled so that more people can attend. In such cases, a rescheduled class will be discussed amongst class members and an alternative class time will be voted upon.
5. **Discussions about student's progress:** Due to time constraints, any questions or concerns related to students' progress, schedule changes or weekly assignments can be dealt with via email or telephone.
6. **Parking:** You may park on the street in front of the studio or in the driveway.
7. **Studio Behavior:**
Please remove shoes and wash hands before coming to class (especially during flu season). Do not come to class if you are coming down with or getting over a cold, flu, strep throat or any other contagious illness.
Treat the classroom as you would treat your own home. Please do not touch the walls with hands or shoes. Leaning on walls or furniture with body, hands or feet is unacceptable studio behavior. Parents are welcome to wait in the foyer during class.
8. **Materials:** Students are required to bring the following items to class **EVERY TIME:**
 - ♪ Music they are working on in a 3-ring notebook
 - ♪ Pencil w/eraser
 - ♪ Bottle of Water

Your adherence to these policies is appreciated and needed in order to help lessons run smoothly and make voice lessons a positive experience for everyone. Any questions regarding these policies should be addressed via email or phone. Lack of adherence to any these policies is grounds for dismissal from the studio.