



Creative Music & Entertainment

**HANDBOOK
2019**

**Studio address:
1819 Engle Avenue
Chesapeake, VA 23320**

www.CreativeMusicVa.net

Member of Hampton Roads Chamber of Commerce

**Chris Pickett
Owner, CEO, Executive Director – 757.236.2609**

**Taylor Parker - Associate Director – 757.469.4181
Girely Temoxtle, Strings – 757.386.3368
Alexandra and Jimi Whiteside, Art – 757.407.2653**

Welcome to Creative Music!

- Our mission: “Exploring the arts the way *you* were created to.”
- Our emphasis: *people not products*
- Our approach: positive, encouraging, and fun!
- Our teaching: guiding students to love and enjoy music.
- Our performances: many opportunities.
- Our environment: relaxed with parental involvement.

Where is the studio? Chesapeake (1819 Engle Ave) in Greenbrier, call Chris Pickett at 757.236.2609.

Do you rent instruments? Yes, we rent keyboards and guitars. We even have a sax, clarinet and ukulele and the cost is only \$8 per week! Most stores require at least a year commitment.

Do you have advice for practicing? We recommend that each student practice for 5-10 minutes each day. The old 30-min rule just doesn't fit our crazy world.

How long should one take lessons? We recommend taking lessons for at least 1 year or more. It takes time to develop a completely new skill and learn a new language.

Do you have recitals? Yes and no. We call them Talent Shows and they are way more fun than recitals. Students choose their own music and we do 4-5 each year.

Individual lessons for voice, piano, guitar, ukulele, drums, bass, clarinet, saxophone, strings, harmonica, drama or other instruments

½-hour lesson is \$20

45-minute lesson is \$30

1-One hour lesson is \$38 per hour

(In-home lessons, there is an additional \$10 charge for fuel)

****A late fee of \$5 per week is be charged for late tuition****

Art/Photography: \$45.00 per hour

Group Lessons - \$13 per half hour (or \$26 per hour), *per person*

Non-Contract Lesson Option

½-hour lesson is \$28; 45-minute lesson is \$36

1-One hour lesson is \$50 per hour

Commitment: 60-day Automatic-Renewing Contract

Most studios and music stores require a minimum commitment of 6 months; ours is an *auto-renewing* 60-day contract. **You pay for one month at a time (no exceptions).** However, if you sign up for more than 2 months, we offer you a discount (as a special thanks) through package deals.

Registration

- There is a **one-time registration fee of \$25 due by the 2nd lesson by cash or credit card. If you purchase a package deal, you will receive \$15 off registration!**
- You will be set up with an instructor and given a time to begin lessons that agrees with both of your schedules.
- Payment for the first lesson. Cash or credit cards are acceptable. At the beginning of the 2nd lesson, a full month's tuition and the Registration Fee of \$25 will be due.

Are there extra benefits? Yes! Refer someone new or get a family member or friend taking lessons and receive one half-hour lesson FREE!

Can the lesson time or instrument be changed once I start? Yes!

What are the payment details?

- You can pay by cash or credit card

Other Services Offered

DJ Events-Birthday, Wedding, Anniversary, Parties, Dances Any event,=\$70 per hour and **Karaoke** for any event=\$50 per hour

Optional Package Deals

Half-Hour Package Plans

(payments may be broken up)

Package #1

Sign up for 12 – ½ hour lessons Regular price = $\$20 \times 12 = \240
Discounted price= \$225 *Savings = \$15*

Package #2

Sign up for 24 – ½ hour lessons Regular price = $\$20 \times 24 = \480
Discounted price= \$440 *Savings = \$40*

Package #3

Sign up for 36 – ½ hour lessons Regular price = $\$20 \times 36 = \720
Discounted price= \$650 *Savings = \$70*

Package #4

Sign up for 48 – ½ hour lessons Regular price = $\$20 \times 48 = \960
Discounted price= \$860 *Savings = \$100*

Hour Package Plans

Package #5

Sign up for 12 – 1-hour lessons Regular price = $\$38 \times 12 = \456
Discounted price= \$426 *Savings = \$30*

Package #6

Sign up for 24 – 1-hour lessons Regular price = $\$38 \times 24 = \912
Discounted price= \$847 *Savings = \$65*

Package #7

Sign up for 36 – 1-hour lessons Regular price = $\$38 \times 36 = \1368
Discounted price= \$1276 *Savings = \$92*

Package #8

Sign up for 48 – 1-hour lessons Regular price = $\$38 \times 48 = \1824
Discounted price= \$1700 *Savings = \$124*

45-min Package Plan

Package #9

Sign up for 12 – 45-min lessons Regular price = $\$30 \times 12 = \360
Discounted price= \$340 *Savings = \$20*

Withdrawal

Should you ever decide to leave us, you must submit our Withdrawal Form **30 days in advance**. You will be asked to complete the form and pay for your 30 days of lessons with Creative Music. We *do not* have a “quit and go” policy. There are *no* exceptions. ***Even if you are on a package deal, you may not quit at the end of the package deal.*** ***EVERY STUDENT must fill out our form and submit with a 30-day notice to withdrawal***

(Do not fill out unless withdrawing)

Student Withdrawal Form

Student Name: _____ Teacher: _____

Parent Name: _____ Phone: _____

Today's Date: _____ Last Lesson Date: _____

Reason for Withdrawal:

In accordance with Creative Music policy, I understand that I **must** give a **30-day notice** to terminate all lessons. This form serves as a written documentation of my **30-day notice**. I understand that I am responsible for paying for lessons during the **30-day period** *whether or not I choose to take the lessons.* **(You must give a 30-day notice even if you are on a Package Deal; you may not simply quit at the end of a package deal).** You must give a 30-day withdrawal notice **within** the current contract period to be excluded from your contract being renewed or else your contract will be renewed an additional 2 months.

Student/Parent Signature

Date

Cancellation Policy

Excused cancellations require a minimum of 24-hour's notice.

Reasons for *Excused cancellations* are:

- student illness
- family death
- planned “in advance” family vacation
(not to exceed twice a year)
- uncontrolled *student* work conflicts *only*
(example: military duty)

(Note: student illness is not defined as small illnesses like headaches, stomach aches, having a bad day, etc).

“Family emergencies” and “School & school activity conflicts” are difficult to define so you’ll need to make those up. *Make-up lessons*: if you have to miss, we will work with you to make them up!

Excused cancellations - the lesson *must be made up at some point*, preferably the same week! If excused lessons are “carried over” to the next month, a full month’s payment will still be required and an extra lesson (or lessons) will be granted in addition to regular lessons.

Unexcused cancellations - *all others not listed above are unexcused and will not be allowed to be made up*. Too much homework is considered unexcused. You are still financially obligated for all excused & unexcused absences.

If you forgot there was a lesson or your plans suddenly change, it is *unexcused*; please do not ask for a make up!

Sports or game conflicts are considered unexcused.

No Breaks Policy

- A “break” from lessons is not allowed for more than 2 weeks.
- *No extended summer or winter breaks – we are open year round (we will work with your vacations!).*
- Breaks over 2 weeks from lessons will be permitted ONLY for:
 - *military leave/temporary duty*
 - court-appointed or mandatory custodial visitation
 - severe personal illness.

If you need a break longer than 2 weeks, you have 2 options:

- Make up the lessons you will miss before or after you take a break and pay for them (OR)
- Permanently give 30-day notice to stop taking lessons and pay whatever financial obligation that is due. *This may result in you or your child losing your time slot and current rate.*
- *Note: Your rate will at least go up to the current rate*

Other policies: Any change to your contract like switching to every other week or going from an hour to half hour requires 30-days’ notice in writing. Every year you are required to sign the new Handbook as policies change.

Inclement Weather policy – if school is closed, we are *probably* closed*. If school delays opening, we are open. If school closes early, call us. *Just as school makes up missed days, we make up missed lessons due to inclement weather!*

*School is often closed in this area longer than necessary because of buses. Therefore, some teachers may still opt to teach lessons though school is closed. If you can attend, please do in order to avoid make-up lessons later.

Holiday Closing Dates: New Year’s, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve/Day. ***WE DO NOT FOLLOW THE SCHOOL OR GOVERNMENT CALENDAR!***

INCENTIVE PLAN

Win points for lessons...

Attend Each Lesson (Sept-Nov, Jan-March, Apr-May) = 20 points (640)

Attend Each Lesson (Dec) = 50 points (200)

Attend Each Lesson (June) = 100 points (400)

Attend Each Lesson (July and August) = 200 points (1600)

Practice points (awarded by teachers weekly) =
between 1-10 points (up to 520)

Win points for events...

Attend any Talent Show = 25 points each show

Participate in any Talent Show = 100 points each show

Win points for hiring and referrals...

Hire Creative Music for a karaoke event = 100 points (unlimited)

Hire Creative Music for a DJ event = 150 points (unlimited)

Refer a student who takes lessons = 300 points and a FREE ½ hr lesson

Win bonus points...

Purchase a 6-month package = 250 points (500)

Purchase a 9-month package = 500 points (500)

Purchase a year package = 1000 points (1000)

Win "Headliner of the Month Award" = 200 points

Awards

Platinum: 5000+ points Prizes: One Gold prize, merchandise, 4 free lessons

Gold: 4200-5000 points achieved by attending all lessons, participating in talent shows and earning practice points. Prizes to include: New guitar, new ukulele, new keyboard, free DJ or karaoke party, plus 4 free lessons

Silver: 3100-4200 points Prize: Merchandise and 2 free lessons

Bronze: 2600-3100 points Prize: Merchandise and 1 free lesson

All point awards redeemed each August in Award Talent Show

THE MUSIC LADDER OF SUCCESS

We are the only music school in the nation that offers *this particular system* that gives their students the opportunity to earn special color wristband bracelets loved by kids of all ages. These are like earning a new karate belt in the martial arts.

Do other schools offer wristbands and certificates? A few. But none of them inspire their students by giving them full color, *custom named* (by us), really cool wristbands that they can show off to their friends. Our Music Ladder is a method of music education that you can only get here.

More importantly when our students will have a test coming up, they will practice more, their parents are proud, their teachers are proud, and everybody wins!

How does it work?

Every 3 months, each student takes a simple test (like a karate student), which the teacher prepares in advance. The student practices towards passing. Once they pass, they receive the next highest wristband. The wristband is awarded for both passing the test AND *consistent, ongoing* time as a student.

A *brand new student* is given the first wristband: Apprentice. The next level up is Musician (at 3 months) Prodigy (at 6 months) and Star (9 months). The next levels are: Famous, Rock Star, Superior, Celebrity, Professional, Champion, Master, Headliner, Superstar, and finally, Grand Champion! To achieve Grand Champion, it takes 60 months in total of *ongoing* lessons and completed tests.

Your Contract with Creative Music

Type of lesson: _____

Cost: _____

I understand that tuition is due to Creative Music at the beginning of each month, and will commit to paying the tuition as outlined in this agreement. I understand that I will be financially responsible for **all lessons** as outlined in the Cancellation and No Breaks Policies of this handbook (*including late fees*). *I understand that purchasing a Package Deal does not relieve me of further financial or contractual obligation to Creative Music.* **Initials** _____

I understand that my contract and commitment to Creative Music will renew every 2-months automatically. I understand that I **must** fill out a Withdrawal Form and give 30-days' notice and payment to end lessons with Creative Music, *even if I am on a package deal.* I understand I must give a 30-day withdrawal notice *within* the current contract period to be excluded from my contract being renewed or else my contract will be renewed an additional 2 months. I understand and agree, that should I break this contract without the proper notice, I will pay the remainder owed. If I do not, I will be subject to the remainder, plus 20%, plus collections and/or attorney's fees. **Initials** _____

I understand that students who are late for a lesson cannot be guaranteed their full lesson time as instructors often have students before and after my scheduled lesson time. **Initials** _____

My initials and signature below indicate that I have read, understood, and agreed to all the policies and terms as outlined in the Creative Music Handbook. I thoroughly understand the Cancellation and No Break Policies and that there is no extended summer or winter break over 2 weeks. I have either discussed all terms with a Creative Music staff instructor or do not need to discuss them. **Initials** _____

Name of responsible party (print) _____

Signature _____ **Date** _____

Student Information Sheet

Student Name _____

Age _____ Birthday _____

Lesson Instrument, Day & Time (You are allowed to change this later if needed)

Teacher name _____

Parents' Name(s) (if under 18):

Phone Number(s):

Address _____

Email _____

Preferred Contact Method (please circle):

Call Email Text

Interested in participating in talent shows (recitals)? Yes No

How did you hear about us?

___ Website ___ Craigslist ___ Google

___ Thumbtack ___ Facebook ___ Other

___ Referral from _____

How long do you estimate you desire to take lessons? _____