

## **CALS Membership Policy and Terms of Agreement**

### Standard Policy, Cost Guidelines, and Service Agreement

This document provides detailed information regarding the membership, service offerings, terms of agreement, cost, and schedules. Because of the delicate nature of this business, the right to refuse service to anyone online or in person is reserved.

### Service Offerings

Music (theory, voice, piano, guitar, ukulele, violin, cello, flute, trumpet) and visual art (drawing, painting, sculpture). In person and online lessons are offered. The online sessions are provided using the following virtual platforms: Zoom, Google Meet, and/or FaceTime. Online sessions are also used for make-up lessons (MUL) and Virtual field trips. Please note that online sessions require a stable high-speed Internet connection, a quality web camera with speakers, a microphone, and/or a set of headphones. As well, the student participating in the online session will require an exclusive work area away from interruptions during their sessions.

### **2025 Service Rates**

The fee structure for private music and visual art sessions for youth and adults (ages seven and older) is listed below. For months within a calendar year that has five weeks as opposed to four, clients may opt to use the extra week as a make-up session or take off. Regardless, the assigned rate is required and is due monthly as a membership on a prepaid basis only.

What is required at sign-up is completion of the Policy Terms and Hold Harmless Agreements, payment for the first and last months of service, and registration fee. These amounts must be paid before any service is rendered. If your assigned rate is discounted in any way, no other discounts or credits are negotiable. Please note that make-up lessons (MULs) are not an entitlement but a courtesy based on the discretion of the service provider/owner.

### **VOCAL ASSESSMENT AND CONSULTATION - \$165.00**

45 Minutes (Virtual or In-person)

Discover the vocal range, identify voice type, and the basic elements of singing.

### **STANDARD COST OF SERVICE: \$165.00 per month**

(Service rates are subject to change without notice.)

\$41.25 per half-hour session

### **DISCOUNTED RATES**

**Cost of service 155.00 per month, \$38.75 per half-hour session**

**(10% off 2<sup>nd</sup> family members)**

### **REGISTRATION FEE**

Registration Fees for All Sign-ups (single and multi-family member fee breakdown).

1st student - \$20.00

2nd student - \$10.00

3rd student and each additional - \$5.00 each.

# Cheryl A Lockett Studios

CherylLockettStudios.com

## PAYMENTS

All membership payments are made monthly on a prepaid basis, exclusively through PayPal. The first and last months and registration fees must be secured before services are rendered and are non-refundable. Regardless of the monthly session schedule, invoices are submitted through MyMusicStaff.com online management software on the 27<sup>th</sup> day of each month and are due on the 1<sup>st</sup> day of each month. There is a link on the invoice that will route you to the PayPal payment platform.

Payments received after the 3<sup>rd</sup> day of each month will incur a 25% late fee charged to their account. After the 10<sup>th</sup> day of an unpaid account, the slot will defect, and the student will be dropped without notice. A timely payment, as well as proper communication, secures the session slot. If there is a planned vacation or holiday, even spare-of-the-moment time away, the client is still required to secure their session slots for the month in the manner listed above, as this is a membership. If there is no communication regarding your payment by the 5<sup>th</sup> day of the month, the client will lose their session slot without additional notice and will still be liable for payment of the current month's slot.

**PayPal** - Session payments must be posted to the account before the first scheduled session and will include a 4.06% online processing fee. Please note that after payment is made, the transaction takes 1-3 business days to post to the business account. If a credit card payment is made on the 3<sup>rd</sup> day of the month and does not post to the business account until the 4<sup>th</sup> day or later, a late fee of 25% of the monthly fee will be charged to the client account and must be paid.

All credit card payments are accepted via PayPal Commerce only. The process is as follows: An invoice will be submitted to the client via MyMusicStaff.com (a program that manages student sessions, billing, and email correspondences). The client will receive an email requesting payment and will be instructed to enter their payment information. Thereafter, the customer can conveniently pay for the lessons using their credit card as a guest without having to sign up for a PayPal account if they are not already a member. This keeps customer data safe and relieves the service provider from having to request the client's credit card information. An online receipt will be provided to the client by email or text.

Optional PayPal payment offering: **PayPal Pay Later**. This Pay Later feature gives customers the flexibility to pay in installments at checkout with Pay in 4 and Pay Monthly. For more details, contact the service provider (Cheryl A Lockett Studios).

## SCHEDULE AND ATTENDANCE

### Schedule

Sessions and Fees: Based on the need assessment determined by the instructor and student, sessions can be arranged in an hour increment or half-hour increments. Regardless, all sessions must be prepaid to secure either four half-hour sessions, two one-hour, or four one-hour sessions, whether they be weekly or bi-monthly. To ensure an effective enrichment and learning experience, the client must be committed to maintaining a consistent schedule for online or in-studio sessions and when practicing at home.

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## Attendance

All minors (any child under the age of 18 years old) must have a parent or guardian available online or in-studio to support your child at all times. No exceptions!

**Cancellation** – Cancellations must be made with advance notice of 24 hours. Any same-day cancellations or no-shows will not be considered for a make-up session. If a make-up lesson has been scheduled as a courtesy and a student does not show or cancels a make-up session, that session will not be rescheduled. As well, no credit will be applied to the client's account.

**Illnesses** – If you or your child is sick with a cold or flu and/or have a fever, no in-studio sessions will be provided. **DO NOT** come into the studio for lessons. When an individual is sick, it is difficult to perform or present. This is especially true for vocalists. In some instances, online lessons may be optional.

**Rescheduling** – To reschedule a session to a different day and time due to an unforeseen turn of events or situations beyond your control, contact the instructor in advance and make the arrangements to secure a different day and time, if possible. Keep in mind that additional slots might not be available because they are secured by another client.

**Make-Up Lessons (MUL)** – All make-up sessions must be scheduled within the same month. If an individual is unable to make up a missed lesson in person or online, their session can be made up by completing homework assigned by the instructor. Keep in mind that make-up sessions do not roll over to the next month. A make-up lesson is a courtesy, not an entitlement; students are allowed two make-up lessons within the given month, so long as advanced notice is made. If a make-up lesson is canceled for any reason by the student, that lesson is forfeited.

**Late/Tardy** – When late or tardy to a session, compensation for time lost is not granted. For example, if a client shows up 5 minutes late to a session, the remainder of their session will be 25 minutes, without exception.

**Vacations** – 50% of the regular monthly fee (adjusted or modified fees do not apply) will be charged to the client's account upon request to hold a specific time slot while the client/student is away on vacation.

**Holidays** – There are no holiday credits. Regardless of holiday schedules, the monthly fee is still due in full. Holidays observed are New Year's Eve, New Year's Day, Martin Luther King, Jr. Day, President's Day, Easter Monday, Memorial Day, Labor Day, Thanksgiving, and Christmas Day.

**Termination of Service** – If a client wishes to terminate the service for any reason, a 30-day notice of termination is required. The last month's retainer will cover the final month, and/or any unpaid fees and penalties will be taken from the last month's retainer to cover any debt imposed upon the studio. If the fee and penalties are more than the retainer, the client is liable for additional unpaid amounts.

## **Cheryl A Lockett Studios**

**CherylLockettStudios.com**

**Reminders:** After the 10<sup>th</sup> day of an unpaid account, the slot will defect, and the student/client will be dropped without further notice. 50% of the student rate will be charged to the client's account for non-payment and for failure to provide a 30-day notice of termination. Thereafter, the unpaid account will be placed into collection 30 days from the initial due date. Additional penalties may apply. Also, the last month's retainer fee will be used to cover any debt owed to the studio. Take note that a timely payment secures the session slot, and the right is reserved to refuse service to anyone.

### **CONTACT INFORMATION**

**Instructor** – The instructor/coach may be contacted by voice mail or email correspondence. The contact information is listed below. Keep in mind that all meetings are arranged exclusively by appointment.

Voice Message only (No text): (209) 355-8106

Email: [Cheryl@CherylLockett.com](mailto:Cheryl@CherylLockett.com)

Mailing address: PO Box 3263, Merced, CA 95344

On-site Location: 1812 Canal Street, #1, Merced, CA 95340

### **Student Management Website**

Log in to the following assigned website:

MMS (MyMusicStaff.com)

Student Management System: [Cheryl.MyMusicStaff.com](http://Cheryl.MyMusicStaff.com)

Note: The username is your email address. The password is computer-generated and will be sent to you via email.

Username:

Password:

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**Student Rate Agreement for \_\_\_\_\_ (age: ) DOB:**

\$ \_\_\_\_\_ per month at \$ \_\_\_\_\_ per half hour (4 one-half-hour sessions), which is to be paid on or before the first of every month, based on schedule availability. Upon sign-up/registration, both first and last month payments and registration fees must be paid. Payments received after the third day of every month will incur a **25% late fee** applied to their account without exception. Please note that in months that have five session weeks as opposed to four session weeks, clients may opt to use the extra week as a make-up session or take off. Regardless, the assigned rate is required and due monthly, on a prepay basis, in full. Because the rate is reduced and at its minimum for the service offering, no other discounts or rate reductions are negotiable. After the 5<sup>th</sup> day and/or 10<sup>th</sup> day of no communication on an unpaid account, the client will be dropped, and any unpaid balances will be taken from the last month's service retainer. Any additional unpaid charges or fees will be forwarded to collections, and/or a claim will be filed in a court of law to recover any remaining balances and include filing and other fees or costs against you.

Orientation date/time:            Start date/time:

Session dates:

Instructor Signature: \_\_\_\_\_

Print Instructor Name: Cheryl A. Lockett

By signing, I confirm that I am the parent, legal guardian, or grandparent of a minor child or enrolling as an adult client who hereby acknowledges that "I have read, understand, and agree to all of the aforementioned policies and expectations of this agreement and will adhere to the terms herein and assume full responsibility of payment."

Client, Parent or Guardian Signature: x \_\_\_\_\_

Print Client, Parent, or Guardian Name:

### Client Contact Information

Address:

Telephone:

Email:

### Office Use Only! Referral Source:

**Payment # \_\_\_\_\_, Amount: \$ \_\_\_\_\_, Date:**

**Calendar (CAL/MTH)**

**Email**

**File Area (Doc/Wav)**

**Hold Harmless Agreement**

**Consent Form (Photo/Video/Audio/Print)**

**Evaluation (Pre/Post)**

**CDL/CID#**

**SSN:**

**School ID#:**

**(Required Items!)**

\_\_\_\_\_ Initial