

Tuned Hearts, LLC

Studio Policy Handbook

Effective: June 2026

Welcome to Tuned Hearts, LLC. We are committed to providing high-quality music education in a positive and organized environment that encourages musical growth, consistency, creativity, and family balance.

This handbook outlines the official studio policies regarding enrollment, scheduling, tuition, attendance, communication, and studio operations.

Additional studio information, calendars, contact guides, event details, and program-specific information may be provided separately throughout the year.

Lesson Programs

Private Lessons (Ages 5+)

Private lessons provide individualized instruction tailored to each student's goals, pace, and developmental level. The rates for the next academic calendar year (August 2026 - September 2027) are provided below:

Monthly Tuition Rates

- 30-Minute Lesson — \$125/month (from \$130.00/month)
- 45-Minute Lesson — \$187/month (from \$190.00/month)
- 60-Minute Lesson — \$255/month (from \$260.00/month)

Private lessons are available for:

- Piano
- Violin
- Viola
- Students ages 5 through adult

Students may occasionally participate in collaborative activities, ensemble experiences, recitals, or group learning opportunities as part of the studio program.

Buddy Lessons

Each semester, students in private lessons will be paired with another student at a similar time (contingent on individual availability indicated on registration form) for collaborative learning. Once per month, buddies will share one lesson to play music games, compose, and work on duets together. More experienced students may occasionally be paired with younger beginners for an opportunity to sure up their own music knowledge by helping to teach. Both students will be invited to a Google calendar event ahead of time; students are encouraged to opt in for reminders in order not to miss the alternate time once per month. Buddies will be shared for the academic year to avoid confusion and encourage camaraderie.

Piano Pals (Ages 3-5)

Provides 25-minute lessons to two preschool-aged students with take-home songs and short activities. Learning goals include finger numbers, key names, and basic rhythm, but the greatest goal is to enjoy making music on the piano and begin a practice habit.

Program Tuition

\$75 per month

Mini Musicians Program

Mini Musicians is an 8-week introductory music course designed for early learners.

Program Tuition

\$125 per 8-week session

Mini Musicians Policies

- Tuition is due in full prior to the first class
- Enrollment is for the full session
- Tuition is non-refundable once the session begins
- Make-up classes are not offered for missed sessions

- Mini Musicians operates separately from academic-year enrollment
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Academic Calendar

The Tuned Hearts academic year begins on the third Monday of August and concludes Memorial Day weekend in May.

Approximately 36–38 lessons are offered during the academic year depending on lesson day, calendar placement, holidays, and studio scheduling.

Summer lessons, camps, Practice Labs, and Summer Bundler programs offered during June and July operate separately from the academic-year schedule.

Enrollment during the academic year does not automatically include summer programming.

Scheduled Breaks

The following breaks are built into the academic calendar:

- Thanksgiving Week
- Christmas and New Year's Weeks
- Major Monday holidays, including Labor Day, Veterans Day, and Memorial Day

When possible, alternative lesson times may be offered during holiday weeks.

Summer Bundler Program

The Summer Bundler Program is a flexible summer scheduling option available during June and July. Families purchase a five-lesson summer bundle to schedule throughout the summer based on studio availability.

Summer Bundler Rates

- 30-Minute Summer Bundle — \$150
- 45-Minute Summer Bundle — \$225

- 60-Minute Summer Bundle — \$300

Summer Bundler tuition is due in full prior to scheduling lessons and is non-refundable.

Scheduling Policies

Summer Bundler lessons are individually scheduled and do not reserve a recurring weekly lesson time.

Families may schedule lessons as far in advance as desired throughout the summer session.

To request lesson times, families should communicate:

- Preferred lesson dates
- General availability
- Scheduling limitations

Lesson requests should be submitted by the Friday before the desired lesson week whenever possible. Requests submitted later may have more limited availability.

Lesson placement is based on:

- Teacher availability
- Studio scheduling capacity
- Order of scheduling requests received

Most summer lesson availability will occur on Mondays and Tuesdays, though additional openings may occasionally become available.

Attendance & Expiration

Because Summer Bundler lessons are individually scheduled and reserved in advance, missed lessons are generally forfeited unless an alternative opening is available. Rescheduling is not guaranteed and depends entirely on remaining studio availability.

All Summer Bundler lessons must be scheduled and completed during June and July of the active summer session. Unused lessons remaining after July 31 will be forfeited and are non-refundable.

Registration & Enrollment

Annual Registration Fee

An annual registration fee is required for all students enrolled in the academic-year program (August–May). This fee supports recital expenses, studio materials, administrative costs, and yearly program preparation.

Registration Rates

- Early Registration — \$35
- Late Registration — \$45

Priority Enrollment

Current enrolled families receive priority enrollment beginning June 15 in order to renew lesson placement for the upcoming academic year.

Priority enrollment allows current students the opportunity to renew lesson placement and request schedule adjustments before open enrollment begins.

Open Enrollment

Open enrollment for new and returning students begins after the priority enrollment period based on remaining studio availability.

Registration Policies

Registration fees are non-refundable and must be paid prior to reserving lesson placement.

Students participating in summer programming who officially enroll during the priority enrollment period qualify for the Early Registration rate.

Registration does not guarantee a specific teacher, day, or lesson time, though the studio will make reasonable efforts to accommodate scheduling preferences.

Tuned Hearts provides core curriculum books and standard teaching materials for enrolled students as part of the studio program. Additional elective or supplemental materials may occasionally require separate purchase. Students are expected to exchange finished curriculum to receive additional resources covered by registration. Should a student wish to keep their books, they may do so if they purchase the next set of books needed for their development.

Tuition & Billing Policy

Tuition is a flat monthly enrollment fee that reserves a student's recurring weekly lesson time within the studio schedule. Tuition is not based on the number of lessons in a given month and is not prorated for absences, holidays, or calendar variations.

Tuition Due Dates

- Tuition is due on the 1st of each month
- A grace period extends through the 3rd of the month
- Accounts not paid by the student's first scheduled lesson may have lessons paused until the balance is resolved
- A \$15 late fee may be applied after the 5th of the month

Repeated late payments may result in release of the student's reserved lesson time.

Payment Methods

Automatic billing through Stripe is the standard payment method for enrolled families.

Accepted payment methods include:

- ACH bank transfer (does not incur fees for Tuned Hearts)
- Credit or debit card
- Cash
- Check

Partial payments are not accepted.

Tuition rates are subject to periodic adjustment with advance notice.

For cash/check payments, please plan to bring the next month's tuition on the last week of the current month or to drop it off on the 1st of the new month. Cash should be placed in a labeled envelope (e.g. "Student Name, Month, Amount") directly in the cash box located at the lesson location. Envelopes will be provided if needed. A card is still required to be kept on file even for families preferring cash/check.

Tuition Includes

Monthly tuition supports:

- Reserved weekly lesson time
- Individualized lesson planning

- Teacher preparation and curriculum development
 - Standard curriculum materials
 - Studio events and recital opportunities
 - Ongoing communication and support
 - Access to Practice Labs when available
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Attendance Policy

Enrollment reserves a specific weekly lesson time.

Students arriving late will receive the remainder of their scheduled lesson time.

Students arriving more than 10 minutes late may be considered absent at the teacher's discretion.

Because lesson times are reserved exclusively for each student, traditional make-up lessons are not offered for family-initiated absences.

Missed lessons are not credited or refunded.

If a lesson is canceled by the studio, a reschedule, Practice Lab option, or appropriate credit may be provided.

Practice Labs

Tuned Hearts may periodically offer Virtual Practice Labs to provide additional support and flexibility for students.

Practice Labs may include:

- Guided practice support
- Technique coaching
- Practice accountability
- Q&A assistance
- Group participation opportunities

Practice Labs are supplemental opportunities and are not intended to replace private lessons.

Practice Lab schedules and availability may vary throughout the year.

Virtual Lessons

When appropriate, lessons may be held virtually via Zoom in place of an in-person lesson.

Virtual lesson requests should be submitted no later than 9:00am on the day of the scheduled lesson and are subject to teacher availability.

Virtual lessons are intended for:

- Minor illness
- Travel
- Temporary scheduling conflicts

If sufficient notice is not given, the lesson will be considered missed.

Inclement Weather Policy

In the event of severe weather or unsafe travel conditions, lessons may be moved to a virtual format.

If virtual lessons are not possible due to outages or emergency conditions, a make-up option, Practice Lab opportunity, or studio credit may be provided at the studio's discretion.

Studio Communication

Clear communication helps lessons and scheduling run smoothly throughout the year.

Primary Communication Methods

Tuned Hearts primarily communicates through:

- Text message
- Email
- Studio announcements and newsletters

Families are responsible for maintaining updated contact information and reviewing studio communications regularly.

Teacher Communication

Parents are welcome to contact their student's teacher regarding:

- Lesson questions
- Student progress
- Practice concerns
- Absences or late arrivals
- Day-of lesson communication

Scheduling & Administrative Questions

Questions regarding:

- Schedule changes
- Enrollment adjustments
- Studio programs and events
- Tuition and billing
- Registration
- Studio-wide communication

should be directed to the studio office.

Communication Expectations

The studio will make reasonable efforts to respond to messages within 1–2 business days.

Messages sent during weekends, holidays, performances, camps, or studio breaks may receive delayed responses.

For same-day absences or urgent lesson communication, text messaging is preferred whenever possible.

Studio Contact Information

Studio Office / Main Number

(704) 313-5247

Studio Emails

tunedheartsmusic@gmail.com

admin@tunedheartsmusic.com

Studio Staff

- Rachel Garcia — Studio Coordinator & Piano Teacher
 - Christian Garcia — Piano & Violin Teacher
 - Britney Austin — Piano Teacher
 - Joan Parker — Administrative Assistant
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Arrival & Supervision Policy

Tuned Hearts is not a childcare facility. Families remain responsible for students before and after scheduled lesson times.

Students should arrive no earlier than 5 minutes before their lesson and should be picked up promptly at the scheduled end time.

Teachers are responsible for students only during the scheduled lesson period.

Withdrawal & Schedule Changes

Because lesson times are reserved specifically for each student, the studio requests at least 30 days' notice for withdrawal or major scheduling changes.

Tuition already paid is non-refundable.

Families remaining inactive without communication may forfeit their reserved lesson time.

Promotion & Media Use

Photos, short recordings, or videos may occasionally be taken during lessons, recitals, camps, Practice Labs, or studio events for studio-related promotional purposes.

These materials may be used for:

- Social media
- Website updates
- Marketing materials
- Studio highlights

Tuned Hearts will never intentionally share private personal information or identify students by full name without additional written consent.

Families may submit a written opt-out request at any time. While reasonable efforts will be made to honor all requests, complete exclusion from incidental appearances in group settings or public events cannot always be guaranteed.

By enrolling in Tuned Hearts, LLC programs, families acknowledge and agree to the policies outlined in this handbook.