

Studio Terms & Policies

Welcome to Tuned Hearts. We are committed to tuning hearts to sing God's praise through quality instruction and opportunities for people to develop their musical talents. Below is a complete overview of our lesson formats, annual schedule, tuition structure, communication expectations, and studio policies. By checking the agreement box on the enrollment form, families acknowledge they have read and agreed to the full policy.

Teacher Contact Information

Please contact your student's teacher directly for lesson-related communication.

Rachel Garcia (704) 472-8744 — Studio Director / Piano Teacher

Christian Garcia (724) 600-4595 – Studio Administrator / Piano & Violin Teacher

Britney Austin (828) 493-4883 — Piano Teacher

Programs & Lessons

We are thrilled to have a team of musicians to offer a wide range of group classes for all ages and skill levels.

<i>Tiny Tunes (ages 0-2)</i>	A free baby class held once a month.
<i>Mini Musicians (ages 3-5)</i>	Learn songs, rhythm, and instruments. The cost is \$125.00 per student and lasts 8 weeks.
<i>Piano Pals (age 4)</i>	A weekly piano class entirely tailored for this age level. The cost \$70.00 per month.
<i>Buddy lessons (ages 5-12)</i>	30-minutes of private instruction and 20-minutes of buddy time. This is a great option for making friends and friendly competition with all the benefits of private instruction. The cost is \$150.00 per month.
<i>Private lessons (ages 5+)</i>	Beginning to intermediate students get 30-minutes of weekly instruction for \$130.00 per month. Advanced students may get 60-minutes for \$260.00 per month.
<i>Keys to Happiness (age 55+)</i>	A group piano class for seniors that's fun and perfect for beginners. The cost is \$70.00 per month.

Annual Calendar

Our teaching year runs August through May, totaling 40 lessons per year. Regular lessons are not held in June or July, though optional summer lessons may be offered depending on student interest and staff availability. If summer lessons are offered, they will be billed per lesson instead of per month.

The scheduled breaks included in the 40-lesson structure are Thanksgiving week, Christmas & New Year's Weeks.

Due to the number of U.S. holidays on Mondays, Monday students may occasionally be offered an alternative lesson time within the same week. Families will be notified in advance when such options are available.

Tuition and Studio Membership

Tuition is billed at a flat monthly rate and is not adjusted based on the number of lessons in a specific month. Tuition reserves your teacher's time each week and your student's place in the studio.

Tuition includes:

- Reserved weekly lesson time
- Lesson planning, progress tracking, and individualized goals
- Core Curriculum (does not include repertoire outside the scope of the curriculum)
- Studio events and opportunities
- Communication and support between lessons

Predictable tuition allows us to provide consistent, high-quality instruction while maintaining stable scheduling for all families. For this reason, we do not offer credits for missed lessons.

For special programs like Mini Musicians where the course is paid in advanced, tuition is non-refundable.

For households with multiple students, a discount of \$25.00 per additional student is permissible. No additional discounts may be applied. Discounts cannot be shared with other households.

Attendance and Make-Up Policy

By enrolling, families commit to their reserved weekly lesson time. Lessons missed by the family are not credited or refunded. Make-up lessons are not guaranteed, but when possible, the studio may offer:

- An alternate time with the same teacher, or
- A rescheduled lesson with a different teacher if availability allows

Any rescheduling options depend entirely on the studio's openings and cannot be guaranteed.

If the instructor must miss a lesson, alternative times will be offered. If the student cannot attend any makeup lessons, they will be credited the value of the lesson toward the next month's tuition.

Communications & Media Consent

Studio Communications

Tuned Hearts Music uses email, text messaging, and phone calls to communicate important studio information, including scheduling updates, announcements, reminders, and invoicing and billing information. By enrolling in lessons, families consent to receiving studio communication through these channels. Families are responsible for keeping their contact information current.

Photography, Video, and Media Use

During lessons, classes, camps, recitals, and other studio-related activities, Tuned Hearts Music may photograph, record, or otherwise capture images, audio, and video of students. These materials may be used for studio marketing and educational purposes, including but not limited to:

- Social media posts (Facebook, Instagram, YouTube, etc.)
- The Tuned Hearts Music website
- Printed or digital promotional materials
- Advertisements or event announcements
- Internal studio training and demonstrations

Tuned Hearts Music is committed to using all media respectfully and appropriately. Only a student's first name may be used in posts or captions (e.g., "Check out what Mason accomplished today!" or "Stacey learned this after only her third piano lesson!"). No last names, ages, locations, or personal identifying information will be shared without additional explicit permission from the family.

Opt-Out Option

We understand and respect that some families prefer not to have their child's image or recordings used. Families who wish to opt out of media use must notify the studio in writing (email is acceptable). Once an opt-out is received, Tuned Hearts Music will make every reasonable effort to ensure that the student is not featured in future photos, videos, or social media content.

Please note: opting out may limit a student's participation in group photos, ensemble videos, and other media-based activities.

Enrollment Process

A student's lesson slot is not guaranteed unless a registration fee or deposit is made, depending on the program of choice. Enrollment can be done over the phone by calling the studio or online.