



Policies and Procedures

Revised April, 2025, in effect as of May 1, 2025

Please read the following information carefully and sign the final page of this document to indicate that you have read, understood, and will agree to the policies and procedures set forth by Callie Emery Music Studios.

Billing

Billing occurs on a monthly basis with invoices sent on the first of each month. Please ensure payments are made before the first lesson of each month. If the first lesson falls on the first day of the month, payment may be made by the second lesson of the month. If payment is not made by the second lesson of each month, lessons will be paused until the invoice is paid in full. Missed lessons will not be made up and the full invoice will remain charged. Withholding payment in an attempt to resolve an uncommunicated conflict will result in the dismissal of the student from Callie Emery Music Studios.

During the summer, lessons are “a la carte”. If a lesson is added to the calendar, it may be removed without charge any time before the invoice is sent out. Once the invoice is sent out, the lesson will remain charged.

Once an invoice is sent out, payments can be made in one of the following ways:

- Check
 - All check payments must be given no later than the first lesson each month.
- Cash
 - All cash payments must be given no later than the first lesson each month.
- Venmo to @CallieEmery
 - 2539 last 4 digits of phone number, if asked
 - Please include the student name, type of lesson, and the month in the Venmo transaction details. I.e. "Callie's voice lessons - September"

Scheduling

Lesson Scheduling

Lessons are only offered on a weekly basis during the school year. Weekly lessons will be scheduled at an agreed upon day and time for the entire school year (September - June). Summer lessons (June - August) are scheduled on an a la carte basis. Weekly lessons are available, but not necessary during summer months.

Students will be accepted on a rolling basis. Once you have secured your spot, your lesson times will not be changed without your prior agreement.

Breaks and Vacations

Breaks and Vacations will follow the Newton Public Schools calendar and all nationally observed holidays. If your school break falls on dates that do not coincide with NPS, please communicate this prior to invoices being sent. Religious holidays will also be accommodated, if communicated in advance of an invoice.

Schedule Changes

If a permanent change of lesson time is needed, it must be communicated prior to an invoice being sent on the first of the month. If payment is withheld while scheduling is resolved, you will still be liable for the invoice and you or your student will be dismissed from Callie Emery Music Studios.

Cancellations

Student Cancellations

Known student cancellations must be communicated before the invoice is sent on the first of the month. If the cancellation is communicated after the invoice is sent, it will remain charged. Emergencies and sickness will be evaluated on a case by case basis.

Make-up Lessons

If a lesson needs to be canceled during the invoice period, a makeup lesson will only be offered if one becomes available. If there are no makeup times available, that lesson is considered forfeit and will remain charged. Zoom is available in place of an in-person lesson. In the case of an emergency, resolutions will be reached on a case by case basis.

Teacher Cancellations

If Callie cancels a lesson, you will receive a full lesson credit towards the next invoice period. In the event that a teacher cancellation occurs at the end of a semester, it will be refunded in the original form of payment. If a makeup lesson is preferred, please communicate this at the time of cancellation. If a mutual makeup time cannot be found, the lesson will be credited to the next invoice.

Inclement Weather

In the case of inclement weather, a notice will be sent out by 12 p.m. (noon) the day of lessons and lessons will be moved to Zoom.

Religious Holidays

Observed religious holidays will not be charged if communicated before the invoice is sent on the first of the month. Please check your calendars and communicate which religious holidays you plan to observe during the year.

Vocal Health Cancellations

As a singer, your voice is your most valuable asset. However, just like any other part of your body, it can experience fatigue or injury. Callie reserves the right to cancel lessons if she notices significant signs of vocal fatigue or nodules during the session. If such a situation does arise, your subsequent lessons will be refunded and you will be recommended to seek medical attention from a qualified health professional. Your lesson time will be held until it is safe to return to regularly scheduled lessons.

Student Withdrawals

There is a three-week withdrawal period in which students can withdraw from lessons without being charged for the remaining lessons. You must notify Callie 3 weeks before your intended last lesson. If you choose to discontinue your lessons before this period ends, you will still be charged for those remaining lessons.

Policy Changes and Exceptions

Policies are subject to change at any time with at least two weeks of notice given prior to the new policies going into effect. The policy document must be signed and returned before the new policies go into effect or lessons will be paused. Exceptions to the policies are at Callie's discretion and the written policies will always remain as the default.

Lesson Breakdown

Lessons are designed to provide time for ample feedback and discussion to ensure that students acquire a deep understanding of their craft. This also provides a supportive environment where students can ask questions and engage in meaningful discussions about their instruments. In addition to feedback, taking the time to get to know students and build trust can have a significant impact on their motivation and engagement in lessons. Incorporating these aspects, along with time to play the instrument, will result in more well-rounded musicians.

Dress Code

There is no official dress code. Please wear what makes you comfortable and allows you to perform at your best during the lesson. However, kindly keep in mind how your clothing may affect your instrument during the lesson. Loose or flowing garments could interfere with your ability to play the piano and garments restricting the midriff could interfere with your breath support while singing.

Code of Conduct

At the core of Callie's teaching philosophy is the belief that a positive attitude and willingness to learn are essential for success. This means being open-minded, engaged, and receptive to feedback. It also means taking responsibility for your own progress by practicing regularly outside of lessons. By embodying these values, students are better equipped not only to achieve their musical goals but also to cultivate skills such as discipline, focus, and persistence that will serve them well in all areas of life.

While we may have bad days every now and then, everyone deserves to feel safe and supported during their lessons. Please see below for a list of instances that will not be tolerated and a list of instances that are grounds for automatic cancellation.

The following instances will be issued a verbal warning, then a written warning, then lesson cancellation without refunds for the invoice period:

- Harassment
- Derogatory Language
- Directed Insults
- Aggressive Behavior
- Repeated Poor Behavior
- Repeated Non-compliance with instruction

The following instances will result in immediate cancellation of lessons, without warning and without refunds for the invoice period:

- Physical Threats
- Verbal Threats
- Sexual Advances
- Lying about sickness to avoid a cancellation
- Students found to be studying with another teacher for their same instrument (i.e. a voice student of Callie's found to be studying voice with another teacher. If a student is studying voice with Callie and another instrument [violin, trumpet, cello, etc.] with another teacher, this is absolutely fine and, in fact, encouraged!)

Agreement

By enrolling at Callie Emery Music Studios, you agree to abide by the policies outlined in this document.