

ROMEO GOLD STUDIOS

Welcome to the Romeo Gold Studios community! We're so excited that you're joining us. Here is everything you need to know about our policies, procedures, and what to expect as you and/or your child embark on this musical journey.

Tuition & Registration:

Upon registering after the initial free trial lesson, the cost of lessons is \$110 per month for private lessons and \$65 per month for group classes. Your first month's tuition will be prorated at \$27.50 per lesson and will include a one time registration fee of \$20. Tuition is posted on the first day of each month and is due by the 10th. A \$10 late fee will be applied to accounts with unpaid balances on the 11th. If tuition isn't paid by the end of the month, the customer's card on file will be automatically charged for the remaining balance or lessons for that student will be suspended until payment is made.

Lesson Cancellation Policy:

The studio requires a one day notice of lesson cancellation to the teacher or in the portal to qualify for a rescheduled lesson with the teacher. Up to one reschedule per month is allowed. If the cancelled lesson is not rescheduled and the studio or teacher has received sufficient notice, RGS will add a "make-up credit" in the student's account for the missed lesson, which can be used towards an additional lesson at any available time slot within 90 days. Lessons that are cancelled with little or no notice will be considered a forfeit of that lesson - no reschedule will be offered. Reasonable exceptions such as sudden illnesses, accidents, or emergencies will be considered. COVID exposures or severe weather cancellations can have their lessons conducted online.

Forms of Payment:

We accept Visa, MasterCard, Discover, and American Express, in addition to check or cash payments. For your convenience, we recommend automatic billing through our secure PayPal Payments Pro Services via My Music Staff, which automatically charges your credit card on the first of each month.

Declined Payment Fees:

It is the customer's responsibility to ensure that they have a valid credit card on file if enrolled in automatic billing. A staff member will attempt to contact you to fix any declined card issues before applying late fees to your account.

Severe Weather & Other Sudden Closures:

In the event of severe weather, power outages, or other sudden emergencies, RGS may close temporarily and cancel all scheduled lessons for the day to ensure the safety of students, parents, and staff. Closures will be announced via email, on our Facebook page, and on our website. Online lessons will likely be offered to all students affected by the studio closure. In cases where an online lesson doesn't occur, teachers will attempt to reschedule or offer a make-up credit. Please keep in mind that closure of Romeo Community Schools does not always mean closure of the studio.

Holiday Closures:

RGS usually mirrors holiday closures on the Romeo Community Schools calendar, but not always. Our typical calendar year will include closures for Spring break, Memorial Day Monday, Independence Day, Labor Day, Thanksgiving break, and Christmas break. Long breaks can often be used for make-up lessons.

Virtual Online Lessons:

Since the COVID-19 pandemic, the studio continues to offer online lessons via Facetime, Skype, Zoom, or other virtual mediums. Virtual lessons can be a great convenience if students are going out of town but don't want to miss a week, aren't feeling well but still want to have a lesson without exposing others to illnesses, can't get a ride to their lesson, etc. However, for some teachers and specific instruments, virtual lessons are extremely challenging and not always valuable to the student's learning experience. Please speak with your teacher if you would like to have a lesson online.

Showcases and Performance Opportunities:

For a true musician, all roads lead to the stage! The talent and hard work of our students is showcased three times a year at our showcases: one in late spring, one in late summer, and one around christmas time. Student participation in recitals is encouraged but not required — it is at the discretion of the student, parent, and teacher. We typically have four to five dates in a row for each seasonal recital, and students only participate in one to keep each show a comfortable length. Students will be assigned one performance date. Reasonable scheduling conflicts will be considered when assigning performance dates, but no guarantees can be made as to which show the student will be assigned.

- Showcase Collaborations: Sometimes, students may be asked to collaborate with other students and staff in recital numbers. This is to give students more opportunities for growth, as well as the experience of playing with other musicians of different ages, genre preferences, and experience levels — not to mention, it's a BLAST for everyone involved!
- Band Rehearsals: For collaborating showcase numbers, at least one or two full band rehearsals will be scheduled in the weeks leading up to recital. Rehearsals are mandatory for all band members to attend, and may be anywhere from 15 minutes to 45 minutes long depending on the length and difficulty of the song, as well as the experience level of the musicians involved. Band rehearsals will count as the student's lesson for that week and they will be charged the standard lesson fee. If a student wishes to schedule an additional one-on-one lesson the same week of a band rehearsal, they should speak with their teacher.

Media Consent & Release:

Romeo Gold Studios reserves the right to photograph, film, or record audio of classes, programs, performances, and participants at all of our facilities and events. Any photos, audio, or video of students or families at RGS facilities or events may be used on our website, social media, or printed promotional material. There will be no compensation offered. By enrolling at Romeo Gold Studios, you consent to the video or audio recording or taking of photographs of you and/or your child for these purposes.

Digital marketing is a very large part of what makes Romeo Gold Studios special. We leverage our social media and online presence to promote and celebrate our students. If students or families are not comfortable being filmed or photographed, please communicate this with us.

Frequently Asked Questions:

How do I contact my teacher?

At your first lesson, your teacher will exchange contact information with you. Your teacher is your first line of communication for all things studio related. You may also get their contact information inside our online portal.

Do I need to create an online account and use the portal?

We highly recommend setting up your online portal (My Music Staff) upon registering at the studio. Inside this, you may register for classes, cancel attendance, view lesson notes, pay tuition, share files, and much more. Please see our My Music Staff info page for how amazing our online portal is for students and parents.

What if I need to stop taking lessons?

There is no long-term contract. If a student wishes to discontinue their lessons, please notify the teacher before tuition is applied for the next month. No refunds will be offered on tuition already paid, so we recommend to all students to finish out their last month of scheduled lessons before stopping lessons.

What if I decide to come back after stopping lessons?

We cannot guarantee the availability of the same teacher you had before you stopped lessons. However, we will certainly do our best to match you up with the best teacher available. A registration fee may apply.

How will the studio communicate important information to me?

All important information will be sent to your email. Please check it regularly to stay updated on studio closures, recital information, schedule changes, and more.

Where do I drop off my child for their lesson if I'm not entering the studio?

Please make sure your child safely makes it inside Romeo Gold Studios via [our front entrance](#) when dropping them off. Our back entrance is for employees only.

Can I sit in on my child's lesson?

No, we do not recommend that parents sit in the lesson room during a lesson as it is often distracting for the student and the teacher. Each lesson room has a window on the door through which parents can view and hear the lesson. We encourage parents and families to relax in our waiting room and enjoy a complimentary cup of coffee, reading material, a play area with toys for kids, or even a movie on Netflix.

What if I want to take full hour lessons each week?

Hour long lessons can be beneficial to some students, but not to others. This will be at your teacher's discretion. One hour students are charged for the price of 2 weekly private lessons.

Do I get a discount if I have multiple children taking lessons at RGS?

Unfortunately we no longer offer a discount for multiple students or classes. Our price is consistent regardless of how many classes or students are enrolled.

What if I have more questions?

We are always here to help. Give us a call at (586) 372-8540 or email us at info@RomeoGoldStudios.com and we will get back to you in a timely manner.



AKA our Online Portal

My Music Staff (MMS) is the program we use to keep schedules and tuition payments accurate, organized, and updated. Students can log in to see their teacher's notes from the lesson, log their practice time, view upcoming lessons, and more. Parents can use the portal to schedule lessons, cancel upcoming lessons, and make tuition payments. We often refer to MMS as our *online portal*.

*Attention iPhone users! You must turn off pop-up blockers to be able to access the portal. If you are using an iPhone, please turn off the "Pop-Up Blocker" setting. You may access this by clicking the Settings app and selecting "Safari."

How to set up your MMS account:

After signing up for lessons, you will automatically receive a My Music Staff login email from us. Click the link in the email to set up your password. You must use the email we have on file (the email the link was sent to).

How to cancel a lesson in MMS:

Once logged in, navigate to "Calendar" from the main menu on the left hand side of the screen. Click on the lesson you would like to cancel. Select "Cancel Attendance" on the lesson details. Review our cancellation policy, then click "Yes" to confirm your cancellation. Your teacher will automatically receive a notification that you cancelled your lesson.

How to register for a lesson in MMS:

Once logged in, navigate to "Calendar" from the main menu on the left hand side of the screen. You will be able to see which lesson slots your teacher has available. Click on the lesson you would like to register for. Click "Register" on the lesson details. *If you are registering for that time slot for an entire session, be sure to "select all" the recurring dates for that time slot.* Click "Register" again from the pop-up to confirm. Your teacher will automatically receive a notification that you registered for a lesson.

How to reschedule a lesson in MMS:

Rescheduling a lesson is as simple as applying the two steps above. First, cancel the scheduled lesson, then register for a make-up lesson using the make-up credit on your account. This will not work for cancellations within 16 hours of the scheduled lesson.

"Make-Up Credits" in MMS:

Available make up credits are listed in your account directly on the homepage. You may use available make up credits by viewing the calendar and clicking the desired class you'd like to register for.

How to pay tuition online using MMS:

After logging in, navigate to "Account and Invoices" on the left hand side of the screen. Under "Balance Owing" at the top of the screen, you will be able to view the dollar amount that is owed on your invoice. Click "Make Payment."