



Facetime Private Lesson Guidelines

2023 - 2024

Mission

Facetime Theatre supports a program of study for private music students - vocal and instrumental - that prioritizes high caliber and consistent instruction by qualified teachers who tailor instruction to each individual student.

Location

For the most part, lessons are held at Facetime Theatre in Phoenixville (400 Franklin Ave, Phoenixville, PA 19460). Our facility is located inside of the Franklin Commons in Suite 109. Please park in the Main Parking Lot off of Filmore Ave. for easy access to the theatre. After entering from the Main Parking lot, walk down the stairs to the main floor of the Franklin Commons and turn down the first hallway to the left. Facetime is two doors down on the left hand side, under a hanging sign that reads "Facetime Theatre and Educational Studio." Out of convenience for those involved, some teachers may hold lessons offsite. If you arrive at the building and it is locked, our code to get in is: 47218

Registration and Invoicing

Facetime Theatre's educational year will be divided up into four sessions - Fall, Winter, Spring, and Summer. Once registration is complete and students have been matched with a private teacher, the Facetime Theatre Education Director will reach out to schedule weekly lessons prior to each session. Students are expected to attend all weekly lessons, but may request to be excused for, at most, one lesson per session with the exception of the Summer Session, which will reflect a more flexible scheduling model and allow for two excused conflicts. (For example, if there are 12 available weekly lessons in a given session but a student has a conflict and can only attend 11 lessons, the student must communicate that conflict to the Education Director prior to the start of the session. At that time, the Education Director will relay that information to the lesson teacher and the student will only be invoiced for 11 lessons.) Students will be invoiced quarterly unless a request is made to receive monthly invoices, whereas the full quarterly payment will be distributed on a monthly basis over the course of that session. Payment for each session (or some portion) must be received prior to the first scheduled lesson of that session.

Sessions are identified as follows:

Fall Session: Late August through end of November (13 weeks)

Winter Session: December through beginning of March (13 weeks)

Spring Session: Early March through Mid-June (13 weeks)

Summer Session: Mid-June through late August (10 weeks) *flex schedule*

Attendance Policy

Students should attend all weekly lessons during each quarter but may utilize one excused absence per quarter, as long as that absence is communicated PRIOR to the start of the quarter. Late cancellations will be considered unexcused and no credit will be given to the student. Because scheduling a lesson has a direct impact on many others, it is important that students attend all lessons at the assigned times. This is in respect for our faculty, who set aside a specific time for each student. This time is reserved. The teacher cannot give the time away to someone else or fill it again—thus she/he does not have the opportunity to

make up the lost income. This policy is a way to support our talented faculty and to ensure that teachers can afford to hold spots for their students. Should a teacher need to cancel a lesson, he/she is required to reschedule that missed lesson, preferably before the end of the quarter. Teachers schedule their own make-up lessons. If the teacher is not able to make up the lesson by the end of the quarter, the student will be credited for the lesson. Make-up lessons are scheduled by the teacher at a time that is convenient for all parties. If a student cancels a make-up lesson, it is then forfeited and will not be rescheduled and no credit will be offered. In the event that there is an unavoidable theatre-related conflict with space, the affected lesson(s) will be held virtually at a reduced rate of \$22 per half hour. In this occasional scenario, there may need to be a slight shift in timing which will be communicated by the teacher directly. If a student is experiencing an extenuating circumstance, please contact the Education Director, Kate Nice, at kateisnice17@gmail.com.

Withdrawal Procedures

All withdrawals from a private lesson must be submitted to the Education Director, in writing. A verbal notification to your teacher does not constitute an official withdrawal from lessons. Students may withdraw at any time - tuition that has already been paid will be prorated and refunded, minus a \$45.00 withdrawal fee which will be paid to the teacher to cover missed income.

FAQs:

What if my student gets sick the day of a lesson? Unfortunately, we cannot credit lessons that have been canceled at the last minute for any reason, as per the policy stated above. If there is a circumstance of prolonged illness, please reach out to the Education Director to discuss options.

If I communicate a conflict prior to the start of a session, is the teacher required to provide a make-up opportunity? No. The teacher is not required to offer a make-up lesson for a cancellation initiated, at any time, by the student. If the teacher has a conflict or initiates a cancellation, it is expected that he/she offers the student a make-up lesson. If no make-up lesson can be scheduled, the student will be credited.

Do I have to pay on a quarterly basis? Though we will be invoicing on a quarterly basis for each upcoming session, and encourage payment at the start of each session, we are happy to accommodate a monthly payment plan if requested.

What happens if I am late on a payment? Payment is expected at the time of invoicing. After one week, an invoice reminder will be sent. After an additional week, a late charge of 10% of the original charge will be added to the invoice. If there is further delinquency and no payment is made, lessons will be curtailed until payment is made or a payment plan is created.

Should I send anything specific with my child? We recommend that students bring a bottle of water, a pencil, a notebook (3-ring or with pockets for music) with them to their lessons. The teacher will reach out prior to the first lesson to communicate any additional needs.

Can I sit in on lessons? Facetime Theatre's policy is that parents do not sit in on lessons, but different teachers reserve the right to have different policies about parent involvement in lessons.

What is lesson pricing and are group lessons available? Lessons are priced at \$30 for 30 minutes. Extended lessons are available at a rate of \$1 per minute. Group lessons are available! Talk to your teacher about options for small group lessons; the cost is an additional \$10 per half hour for the first additional student, and then \$5 for the third student. We do not typically recommend more than 3 students in one lesson.

Do you offer a sibling discount? We do not offer a sibling discount at this time.

Will there be a performance opportunity for my child? Yes! We will be holding student recitals in the spring for all of our lesson students. For a small participation fee in order to cover costs, students will perform for friends and family (no admission charge) and show off what they've learned in lessons!

Thank you for supporting music and arts education! We believe that it is invaluable and we are privileged to be providing it.

- The Facetime Team