

Tom Snow, pianist and music educator

ONLINE LESSON POLICIES

Winter Term, 2021: January 04, 2021 – April 15, 2021

Holidays

The studio is closed on the following dates:

JAN 18 (Monday)	Dr. Martin Luther King, Jr. Day
FEB 15-19 (week)	February vacation for public schools
APR 16	not included in term, part of spring break public schools

Availability

I offer lessons on the following days within the given windows:

MON - THU	8:00am – 8:00pm
FRI	8:00am – 3:00pm

Defining Lessons

I offer two kinds of lessons:

TERM: same day, time and duration, commitment to every week in the term
(read pages 2 and 3 only)

A LA CARTE: any day, time, duration within term, including “every-other-week” lessons
(read pages 4 and 5 only)

Rate Structure (per lesson)

TERM:	60-minutes: \$75.00	A LA CARTE:	60-minutes: \$90.00
	45-minutes: \$56.25		45-minutes: \$67.50
	30-minutes: \$37.50		30-minutes: \$45.00

Calendar

Enrollment is ongoing for A LA CARTE students; please inquire anytime. For returning TERM students, your existing lesson day/time will be held for up to two weeks before the next term after which requests are processed on a “first come, first served” basis. Payments can be made anytime, but must be received no later than two business days prior to the start of the term.

TERM POLICIES

Before you commit to the full Term, please read the following policies.

Scheduling

Priority scheduling is given to you. You may elect to ELIMINATE ONE WEEK/lesson from this term at no charge as long as notice of this is given prior to the first lesson.

Rescheduling

You may exercise the option of rescheduling. This is handled on a case-by-case basis and is only possible with at least 24-hour notice. Every effort will be made to reschedule a new lesson day/time within the two days prior or two days after the original lesson time. If this is not possible, I will grant one lesson credit for the following term. If there is insufficient notice, this lesson will be considered a “cancellation”. If further rescheduling is needed beyond this, there is a \$15 charge per occurrence.

Cancellations

You are entitled to one cancellation per term, for any reason, and notice is appreciated but not required. You may choose to be refunded or credited to a future lesson.

Payment

Please pay for the entire term. Payment must be *received* two business days prior to the beginning of the term.

Preferred: Venmo, ApplePay, personal or bank check sent to PO box (*see footer*)

Also accepted: PayPal

If payment is not received in advance, the lessons will not be honored. **Lessons will not take place without payment in advance.**

10-minute rule (Zoom only)

I will send a Zoom invite to you no less than 10-minutes prior to your scheduled lesson. Also, I will wait for up to 10-minutes for you to connect.

TERM policies, continued...

Lesson Format

I prefer lessons via Zoom so I can offer the best quality audio and video to my students. Please see www.tomsnow.com/online-lessons for precise details on how to download the software. Also, read the details about how to create a setup in your home or office that achieves the best results possible. Keep in mind that your internet service plan will likely have a direct impact on the clarity of your lesson experience (including if you have multiple people using the internet at the same time). As an option, I am able to offer FaceTime or Skype, too. Please establish preferred lesson format with me in advance.

Communication

All communication of any kind (availability, scheduling, payment, etc.) should be done in writing via my email tomsnowmail@gmail.com or through my website www.tomsnow.com. Please refrain from phone, text, social media platforms, etc. and kindly reserve your musical questions for your lesson time unless you feel it is necessary. Keep my cell phone (207) 408-1173 on hand in the event of connectivity issues or an emergency. In some cases, we may need to speak in real time to address a technology problem, connectivity or ZOOM issues. Make sure that I have all necessary phone numbers.

Extreme weather

In the event of extreme weather (power outages, loss of internet, etc.), the lesson is cancelled and will not count as your one allocated cancellation. Your money will be refunded or credited.

Procedure

RETURNING STUDENTS: you will be given scheduling priority until two weeks before the term.

NEW STUDENTS: If you are ready to commit to lessons, please use the “Enrollment Form” on my website. If you have any difficulty with that method, send me an email using the following format and I will follow up with scheduling options via email, phone, or both.

1. Student name (and parent names, if applicable) and email(s), phone(s) and address
2. At least 4 day & time suggestions or general availability statement in order of preference
3. Desired duration of lesson (30-, 45-, 60-minute lessons)
4. Optional request for eliminating one week within the term
5. Any other details you care to mention

A LA CARTE POLICIES

Before you commit to lessons, please read the following policies.

Scheduling

Scheduling for A LA CARTE students is ongoing and can be arranged at any time. I will try to respond to your inquiry within 24-hours.

Rescheduling

This is handled on a case-by-case basis and is only possible with at least 24-hour notice. Students are entitled to one rescheduling per term. If there is insufficient notice, this lesson will be considered a “cancellation”. If further rescheduling is needed beyond this, there is a \$15 charge per occurrence.

Cancellations

Students are entitled to one cancellation per term, for any reason, and notice is appreciated but not required. You may choose to be refunded or credited to a future lesson within the term.

Payment

Please pay for the total amount of lessons scheduled before the first lesson. Payment must be received two business days prior to the first scheduled lesson.

Preferred: Venmo, ApplePay, personal or bank check sent to PO box address (*see footer*)
Also accepted: PayPal

If payment is not received as outlined above, the lesson will not be honored. **Lessons will not take place without payment in advance.**

10-minute rule (Zoom only)

I will send a Zoom invite to you no less than 10-minutes prior to your scheduled lesson. Also, I will wait for up to 10-minutes for you to connect.

A LA CARTE policies, continued...

Lesson Format

I prefer lessons via Zoom so I can offer the best quality audio and video to my students. Please see www.tomsnow.com/online-lessons for precise details on how to download the software. Also, read the details about how to create a setup in your home or office that achieves the best results possible. Keep in mind that your internet service plan will likely have a direct impact on the clarity of your lesson experience (including if you have multiple people using the internet at the same time). As an option, I am able to offer FaceTime or Skype, too. Please establish preferred lesson format with me in advance.

Communication

All communication of any kind (availability, scheduling, payment, etc.) should be done in writing via my email tomsnowmail@gmail.com or through my website www.tomsnow.com. Please refrain from phone, text, social media platforms, etc. and kindly reserve your musical questions for your lesson time unless you feel it is necessary. Keep my cell phone (207) 408-1173 on hand in the event of connectivity issues or an emergency. In some cases, we may need to speak in real time to address a technology problem, connectivity or ZOOM issues. Make sure that I have all necessary phone numbers.

Extreme weather

In the event of extreme weather (power outages, loss of internet, etc.), the lesson is cancelled and will not count as your one allocated cancellation. Your money will be refunded or credited.

Procedure

Please email me at any time with any questions; I will do my best to respond within 24-hours. **If you are ready to commit to lessons, please use the “Enrollment Form” on my website. If you have any difficulty with that method, send me an email using the following format and I will follow up with scheduling options via email, phone, or both.**

1. Student name (and parent names, if applicable) and email(s), phone(s) and address
2. Desired number of lessons
3. Desired duration of lesson (30-, 45-, 60-minute lessons)
4. Any other details you care to mention