



# Student Guide & Policies

**COASTAL MUSIC STUDIOS**  
425 South Coast Highway  
Oceanside, CA 92054

Voice: 760-237-8212  
Text: 760-514-4304

[lessons@coastalmusicstudios.com](mailto:lessons@coastalmusicstudios.com)

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## Contact Information

For lesson scheduling, registration or general information, contact our Admin Team:

- Voice: 760-237-8212
- Text: 760-514-4304
- Email: [lessons@coastalmusicstudios.com](mailto:lessons@coastalmusicstudios.com)
- To contact the owner:
  - Andy Allen
  - 760-237-8212
  - [andy@coastalmusicstudios.com](mailto:andy@coastalmusicstudios.com)

If we are not available to take your call, please leave us a message or drop us a quick email and we'll get back to you as soon as possible.

## Communication

Email is our best means of communication with students and families. Please make sure we have your email address on file.

Please add [lessons@coastalmusicstudios.com](mailto:lessons@coastalmusicstudios.com) as a 'safe sender' or to the 'white list' in your email program to ensure you receive all email updates and notifications.

**Our teachers DO NOT handle schedule changes or cancellations.** Please do not contact them about scheduling matters.

## Hours of Operation

Our studio hours do fluctuate somewhat depending on the lesson/class schedule each week. These are generally the hours we're at the studio:

Monday	12:00 PM - 6:00 PM
Tues-Thurs	12:00 PM - 8:30 PM
Friday	12:00 PM - 6:30 PM
Saturday	9:00 AM - 1:00 PM
Sunday	Closed

Students and families are asked to only enter & exit through the front door of the studio. Please do not enter from the back alley. This is a staff only entrance as we cannot monitor and guarantee student safety in the back alley.

# Annual Studio Fee

- The Annual Studio Fee is \$30/student -or- \$50/family
- It is Due at Registration and renewable annually each September 1st
- Students starting mid-year (April-June) are offered a discounted Studio Fee of \$20/student -or- \$35/family
- Studio Fees are non-refundable—NO EXCEPTIONS. Payment and a signed registration form must be received to reserve your lesson time on the calendar

# Tuition

Tuition for private lessons is pro-rated based on an entire year's worth of music lessons. We teach lessons 46 weeks per year and the monthly tuition rate is the same each month of the year. There is no long-term contract, your commitment is simply month-to-month. Please see our Holiday & Vacation Schedule online to note when the studio is closed.

- Tuition is due by automated payment on the 1st of each month
- After the 10th of the month, a \$15 late fee may be charged and enforced on all accounts past due, this also includes auto-draft accounts. Late notices will be sent via email.
  - Payments 20 days past due will result in lesson suspension.
  - Payments 30 days past due, lessons will be terminated and the date and time slot will be released for new students
- We require a valid credit card on file for all students
- Tuition is not pro-rated for student absences
- We do not issue refunds of tuition paid, only account credit

# Tuition Rates

- 30-Min Lesson per Week | \$140/month
- 45-Min Lesson per Week | \$210/month
- 60-Min Lesson per Week | \$270/month
- Additional 30-Min Lessons/wk | \$10/month discount per additional 30 min

**ACTIVE MILITARY DISCOUNT:** \$10 OFF/month per family

\*\* Rates for Lessons with Studio Owner & Master Teacher, Pam Allen:

- 30-Min Lesson per Week | \$180/month
- 60-Min Lesson per Week | \$350/month

## Attendance

- Students should be on-time for lessons, we suggest arriving 5 min early
- Students should NOT come to their lesson if they are sick
- Students should use the restroom before their lesson
- We ask all students to wash their hands before starting their lesson
- We strongly encourage you to not miss a lesson except for an emergency or illness. We have found that students have a stronger sense of confidence when attending consistently

## Absences

Please call 760-237-8212 or email [lessons@coastalmusicstudios.com](mailto:lessons@coastalmusicstudios.com) if you know in advance that your student will be absent from their lesson so we can notify the teacher.

- You must contact us in advance if you will miss a lesson and are wanting to potentially be granted a banked lesson
- If no cancellation notice is received in advance, the lesson is forfeited and no makeup lesson will be allowed
- We try not to have a harsh “24 hour cancellation policy”...so if you can please just give us “Ample Notice”...let us know at least a day before you realize you might be missing a lesson, that will go a long way to helping us better serve you
- If the student’s teacher is unable to teach a lesson, we will provide an excellent substitute for the lesson. If a substitute cannot be secured, we will notify you and a make-up lesson will be given, regardless of the one-a-month policy

## Make-Up Lessons

We have a very generous make-up lesson policy. We do require that you communicate with us in advance so that we’re able to work with you in the event you need to reschedule a lesson. Call our Admin Desk to schedule a make-up lesson: 760-237-8212

- We will always allow a make-up for lessons missed due to health or illness
- We will do our best to accommodate make-up lessons for other reasons
- Students are allowed 1 make-up lesson per month
- Make-up lessons expire 4 weeks after the missed lesson date
- It is the student/family’s responsibility to schedule make-up lessons
- Tuition credit/refunds are not granted for expired or missed make-up lessons
- Make-up lessons must be scheduled and taken with the student’s usual teacher

# Lesson Options

We specialize in private one-on-one music lessons and group classes. There are two lesson options available:

## Weekly Recurring Lessons

- The Student's lesson is at the same time each week with the same teacher
- Weekly lesson times are guaranteed and locked-in indefinitely until the student wishes to make a change to their schedule
- It is presumed the student will attend unless we are notified otherwise in advance

## Drop-In Lessons

- Drop-In Lessons are given at the regular monthly tuition rate
- Lessons are scheduled 'a-la-carte' into openings in the teacher's schedule
- A credit card must remain on file to accommodate billing
- There is no guaranteed lesson time, but a higher degree of flexibility in scheduling

# Placing Lessons on Hold

If you need to suspend your lessons for 30-90 days, you can place your current lessons on hold and reserve your time and teacher for when you return. Here is the process:

- Contact our Admin Desk and let us know you'd like to put lessons on hold
- Lessons may only be held a minimum of 30 and a maximum of 90 days
- 100% of your current tuition is due monthly to reserve and guarantee your lesson time and teacher for when you plan to return
- Hold Payments must be set up and auto-billed to a credit card or bank-draft
- No lessons are allotted while lessons are on hold
- Additional lessons may be purchased during the hold period, but must be scheduled into the teacher's availability

# Withdrawing from Lessons

Should you need to withdraw from lessons, please call our Admin Desk: 760-237-8212

- 14-day advance notice is required (*30 days is appreciated*)
- Up to 2 unused lessons may be credited to your account, but expire after 3 months
- Upon withdrawal, the student's lesson time will be released to other students

# Showcases

Think of our Showcases as recitals on steroids! These variety shows last about 1hr 10min and feature the incredible talents and hard work of our students. We offer 3 Showcase weekends each year and encourage students to perform in two of them.

- Participation is included as part of your tuition while an active student at Coastal
- Participation is not required, but strongly encouraged as we believe performing is an integral part of learning music
- Students work with their teacher to select songs and prepare for Showcase
- Sign-ups open up 8 weeks before each Showcase weekend
- Showcase weekends are typically in April, August and December

# 2019 Calendar

The studio calendar is always available at our studio website on the Tuition & Payments page: <http://www.coastalmusicstudios.com/lessons-classes/tuition-payments/>

We teach lessons 46 weeks per year and are open on all Monday holidays, with the exception of Labor Day. There are no make-up lessons or credits given for dates the studio is closed.

The studio will be closed the following dates in 2019:

- March 11-17 | Spring Break
- May 27 – June 2 | Summer Break 1
- July 1-7 | Summer Break 2
- Sept. 2nd | Labor Day
- Nov. 25 – Dec. 1 | Thanksgiving Break
- Dec. 23 – Jan. 5, 2020 | Christmas/New Years Break (2 wks)