

## **Jenna Penfound – Violin/Viola Lesson information, updated 7/1/18**

**248-425-1071 / jennaLpenfound@gmail.com**

*Please contact me at any time with questions, concerns or to cancel/reschedule lessons! Text and e-mail are best*

### **New Students:**

New students can purchase Detroit Violin Company's "4 for \$45" intro package, meaning that your first 4 lessons will only cost \$45 total (\$11.25 per lesson). This is a great way to try some lessons without committing to the full price.

When you arrive at DVC for your first lesson you can purchase the "4 for \$45" package directly at the store counter. When purchasing the lesson package you will receive 4 lesson coupons. I ask that all 4 coupons are turned in at the first lesson. This reserves your lesson time in my schedule and ensures that there are no lost coupons. Please note that my cancellation/rescheduling policies below still apply. If you need to cancel a lesson "late notice" the coupon will still be applied.

### **Invoices/Lesson Payments (\$25 per half hour/\$50 per full hour):**

After the completion of your first 4 lessons, you will begin to receive monthly lesson invoices via email. **Lesson payment is due upon the first lesson of the month, for that month's full lesson balance.** Invoices are e-mailed out on the first of each month. Your invoice will include all scheduled lessons that will fall within that calendar month. I will automatically exclude any holidays, or days that I need to take off. It will also reflect any credits or balance still due from the previous month. You can either pay the month's balance at the first lesson of the month (cash/check) or you can make a credit/debit/PayPal payment by clicking the big black button on your invoice. Online payments should be made prior to the first lesson of the month (day of is fine). If you know of any weeks that month where you will need to skip a lesson, please let me know! There are no penalties for planned absences or lessons cancelled by 10pm the day prior.

### **Payment Methods:**

I accept cash and checks (made out to me) for lesson payment. Debit/credit card and Paypal payments are available through your monthly invoice; Please note that there is a 3% service fee.

### **Cancelling/Rescheduling Lessons:**

- Lesson cancellations must be made by 10pm the day before your lesson in order to receive a credit. Please note that I've relaxed my former 24-hour policy, and as long as you let me know by 10pm the night before, the lesson will not be considered "late-notice". If you cancel prior to 10pm the day before your lesson, you can choose to either reschedule that lesson (schedules permitting) or receive a credit on next month's invoice.
- If you need to cancel "late notice" (after 10pm the day before your lesson, or on the day of), no credit will be issued for the following month. If I have a make-up lesson available that week, I will offer the option to reschedule however please note *there is no guarantee that another lesson will be available*. Extreme circumstances (serious illness/emergencies) will be dealt with on an individual basis. If a student becomes sick on the day of their lesson, I will not issue a credit for the following month but the lesson can be made up any time that month.
- **No-call/no-show lessons:** If you miss a scheduled lesson without giving any prior notice, no make-up lesson will be available and you will not be credited for the missed lesson. Frequent no-show lessons are not tolerated and may result in the forfeiture of your lesson slot.
- If I need to cancel a lesson or the store closes unexpectedly, the lesson can either be rescheduled or a credit will be issued for the next month (student's choice).

**Late Arrivals:** Just a reminder, if you arrive late to your lesson you will receive only the remainder of your scheduled lesson. This is in order to keep all my students' lessons beginning and ending on time. If we begin a lesson late because I ran over with my last student, please note that you will still receive your full 30/60minute lesson.

**Expectations:**

- Regular home practice is **mandatory** in order to take violin lessons. 30 or 60 minutes is a very small amount of time to spend together each week and the majority of work it takes to learn an instrument happens at home. The ideal amount of practice will vary depending on a student's age/level. I will talk with students/parents individually about how much/ how often they should be practicing. In general, beginners should practice 20 minutes, 5 days a week. Intermediate students – 30 minutes, 5 days a week. Advanced – 45+ minutes of practice 6 days a week. The quality of your practice is also very important – and even 10 minutes of quality, focused practice is better than nothing!
- Students must attend their lessons regularly in order to foster a productive learning environment for both the student as well as the teacher.
- Students are encouraged to play as much as they can! I hold two recitals per year, one in November/December and one in May. Students who have a few years of playing experience are highly encouraged to audition for youth orchestras such as Oakland Youth Orchestra, Oakland Homeschool Music Inc, Flint Youth Symphony, Metropolitan Youth Symphony, and any other performance opportunities that come up (school, church, etc.). Students who participate in orchestra at their schools are strongly encouraged to take part in Solo and Ensemble festival.
- Students should come prepared to their lessons with instrument, rosin, shoulder rest, and all music/books that we are working on. Students should bring school orchestra music in addition to assigned lesson materials if they play at school.
- Students must silence their phones completely (no vibrate) or leave them outside the lesson room.
- While I have a general “curriculum” that I teach, every student has an individual journey and individual interests that I want to honor. If you need help on school orchestra music, bring it in to your lesson. If you want to learn a song on the radio, let me know and we can track down the music. Curriculum will vary depending on a student's age, ability, and interests.
- I expect communication from parents – feel free to get in touch with me any time or reason (especially for schedule related issues).
- You should expect communication from me! I communicate regularly via email and text message.
- Every year I am striving to get better at what I do and continue to expand the limits of what I can offer as a teacher. I love being a music teacher because I consistently have a studio of students who work hard, are constantly learning and improving, and are always challenging me to keep growing my own skills as a violinist and teacher. Thank you for trusting me to teach you/your student.