



# At Your Door Music®

## In-Home Private Lessons

### Philosophy, Policies & Procedures 2012-2013

At Your Door Music® is a traveling music school offering one-on-one lessons in the convenience of your own home. We serve Wellesley, Weston, Needham and Newton teaching piano, guitar, voice, drum, and electric bass lessons to both adults and children ages six and up. We welcome beginner, intermediate and advanced students.

The At Your Door Music® staff is comprised of experienced music teachers many of whom are recent graduates from local music colleges such as Berklee College of Music and New England Conservatory. Every At Your Door Music® teacher is patient, enthusiastic and has a kind demeanor. We all share a philosophy that learning to play a musical instrument should be enjoyable as well as educational. We know that an inspired student is more inclined to play and practice their instrument. We tailor lessons specifically to each student, practice positive reinforcement and encourage our students to take an active role in the direction of their lessons by helping to choose the music they'd like to play.

While the backbone of an At Your Door Music® lesson is learning to read music and play songs, our modern teaching approach balances traditional fundamentals with complimentary studies that nurture our student's artistic, creative relationship with their instrument. At Your Door Music® lessons encompass numerous elements of music education including note reading, music theory, scales, chords, ear training, improvisation and much more. Lesson content also spans musical genres from classical to rock to country to jazz and everything in-between.

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If you haven't already heard from your friends and neighbors about the great experience they're having with At Your Door Music® please read the testimonials displayed at [www.aydm.com](http://www.aydm.com).

### School Year, Tuition, Enrollment & Billing

At Your Door Music® offers two semesters each school year. Each semester our students are allotted 16 hour long lessons with the same teacher at the same day and time weekly followed by an end-of-semester make-up session. See the At Your Door Music® 12-13 Lesson Calendar for specific lesson dates, holidays and designated make-up days. At Your Door Music® follows a unique calendar. Your school's calendar won't necessarily follow the same holiday schedule as At Your Door Music®. Also, lessons are out of session each Summer while the office remains open year round.

The cost of tuition for one full semester is \$1170 per student charged on a fixed six month billing cycle at \$195/month. Monthly tuition payments recur electronically on the 1st of each

month. New student enrollment after the start of the fixed billing period requires a one time initial payment of the missed monthly payments, consolidated. Once enrolled your registration for the next semester will automatically renew unless you choose to complete the semester and withdraw from the program.

<b>Semester</b>	<b>Lesson Dates</b>	<b>Monthly Billing Period</b>	<b>New Student Registration</b>
First Semester '12-'13	September 4th, 2012 - January 30th, 2013	June '12 - Nov '12	Begins May 2012
Second Semester '12-'13	January 31st, 2013 - June 21st, 2013	Dec '12 - May '13	Begins Dec. 2012

Registering is a simple process. We encourage you to first explore the teacher profiles on the Our Staff page of our website. The profiles include photos, interviews and song clips. Then call the office to inquire as to specific availability and reserve a spot for up to 72 hours. Lastly, our website is equipped for online registration and payment. Just click the 'Register' button at the top of any page.

New student registration continues until each instrument's program is booked to capacity. If you miss the start of the semester we encourage you to call or email to see what availability remains and to calculate a prorated tuition.

Teachers' schedules are filled on a 'first come, first serve' basis. Once you're enrolled, established families will have an exclusive period each May and November (prior to the acceptance of new students) in which to submit schedule requests. In other words, you'll have first choice to retain or change your day, time or teacher into the new semester. If no action is taken during this period, students will remain enrolled for the upcoming semester and into the new billing cycle. Enrolled families may also utilize this exclusive period to register a new member of the family for the upcoming semester.

#### Your Satisfaction (Withdrawals and Refund Policy)

Any student, new or established, can withdraw from the program up to three lessons into each semester. Should you choose to leave At Your Door Music® within this three lesson period you will receive a penalty-free refund minus a prorated charge for your lessons to date. After three lessons we ask students to fulfill their 16 lesson commitment. Withdrawal from the program after three lessons but prior to the end of the semester requires full payment though the completion of the billing cycle.

To complete the semester but withdraw prior to the start of the next semester you're welcome to submit your notification to withdraw via the form on our website or by phone or email. At Your Door Music® will also send every enrolled family a reminder via email one month prior to the start of each new billing cycle.

### Lesson Cancellation Policy

- 1) Within each semester students are granted one absence which is eligible for a make-up lesson. If for any reason, including illness, a student cancels more than one lesson they forfeit any additional credit. Exceptions are made for religious holidays and conflicting school calendars (meaning At Your Door Music® is open while your school is closed and the student is unavailable).
- 2) Lessons cancelled without at least 24 hours notice are not eligible for any make-up credit.
- 3) If your teacher should miss a lesson for any reason, such as inclement weather, a make-up credit will be extended.

### Lesson Cancellation Procedures

- 1) Canceling a lesson is easy. With any length of notice just call 781-534-3259 and follow the menu prompts.
- 2) Please do not text or email lesson cancellations.
- 3) Lessons not cancelled in accordance with these procedures may not be eligible for a make-up credit.

### Make-up Lessons

- 1) Each semester ends with numerous designated make-up days. If you are due any make-ups you will be contacted a few weeks prior to the make-up session to arrange your make-up lesson schedule.
- 2) If a student should cancel a make-up lesson another will not be offered.
- 3) In addition to the make-up session that concludes each semester we will occasionally schedule make-ups earlier in the semester. Mid-session make-up lessons are entirely dependent upon mutual availability.

### Lesson Feedback - From Teachers, From Parents

Keeping in tune with our philosophy, At Your Door Music® teachers do not grade students or provide families with formal written evaluations of their progress. Our teachers will maintain an ongoing dialogue with parents in-person about how their children are coming along in their music lessons. We also encourage parents to occasionally approach our teachers at the start of a lesson for a casual progress report. Additionally, our administrative team welcomes your phone calls and emails any time throughout the semester with comments or suggestions.

### Recitals

The 2013 annual recitals will be held on a weekend in mid-June. Though participation is optional, we encourage all our students to attend. Each recital showcases students of different ages

and skill levels playing songs that they like. It's a chance for our students to share their progress with parents and peers, get some performance experience and gain inspiration and encouragement.

### Odds and Ends

🕒 The At Your Door Music® Staff have a reputation for reliability and punctuality, still, being in transit can vary the starting lesson time by several minutes on either side. Because we make house calls exclusively please understand that lessons total 60 minutes from entering to leaving your home. Naturally most of that time is spent with the student at their instrument. This guideline helps us keep to our busy schedules.

🕒 “No shows” are upsetting to the teacher, especially in the cold winter months. If a teacher arrives for a lesson and the student is not home the teacher will wait for 10 minutes past the start of the scheduled lesson time. After 10 minutes the teacher will leave. No lesson credit will be granted in such cases.

🕒 If a teacher arrives for a lesson and a student is contagiously ill, the teacher may choose not to stay for the lesson. In such a case no credit will be issued for the missed lesson.

🕒 Throughout the Winter months please provide safe, clear passage for the teacher to get from their car to your door by salting or otherwise de-icing your walkways and front steps. If you'd prefer, please make arrangements with your teacher to come in through another entrance until the ice and snow melt.

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Thanks for your interest in At Your Door Music®.

For more information please read our Frequently Asked Questions (FAQ) page at [www.aydm.com](http://www.aydm.com).

You can also speak with  
Assistant Director Joe Edison  
at 781-534-3259 or [joeedison@aydm.com](mailto:joeedison@aydm.com)

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We love to hear from our enrolled families and students.  
Please email and call with your questions, suggestions and comments.

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