Student Handbook — Fall 2026

The Bach Academy

I. Lesson Details **2**
A. Description of Lessons 2
B. Enrollment Status 2
C. Lesson Schedule 2
D. Instructor Information 3
II. Payment Terms **3**
A. Tuition Fees 3
B. Payment Schedule 3
C. Additional Costs 3
III. Student Expectations and Responsibilities **4**
A. Attendance Policy 4
B. Child Safety & Supervision 4
C. Practice Requirements 4
D. Code of Conduct 5
IV. Cancellation and Make-up Policies **5**
A. Full-Time Student Cancellations 5
B. Part-Time Student Cancellations 6
C. Teacher Cancellations 7
D. Dispute Resolution 7
E. Teacher No-Show 7
F. Force Majeure 7

I. Lesson Details

A. Description of Lessons

The Academy offers mentorships under highly qualified instrumental and vocal teachers for long-term training as musicians. Students meet with their teachers privately for coaching on a regular basis. After an initial trial lesson and interview with the teacher, the teacher begins a course of study at the Student's current level of musicianship, works with the Student to develop effective practice habits, and leads the Student continuously through progressive stages of growth.

B. Enrollment Status

The Student may enroll in the Academy either as a **Full-Time Student** or a **Part-Time Student**. The Student's enrollment with the Academy remains in effect if the Student switches enrollment status during the semester.

Full-Time Student: A full-time student is one that reserves a weekly recurring time slot in the teacher's schedule for a semester. The Academy offers enrollment by semester as follows:

- Fall Semester: August through December
- Spring Semester: January through May
- Summer: June and July

If the Student registers as a full-time student, the Student agrees to remain enrolled and attend lessons for the remainder of the semester.

Part-Time Student: A part-time student is one that books each lesson individually on demand, or has an alternative recurring lesson plan. Part-time students are not guaranteed availability in their teachers' schedules.

C. Lesson Schedule

Lessons are booked in advance and must be attended faithfully for the Student to progress effectively. Lessons are either 30, 45, or 60 minutes. The specific days, times, and lesson length will be mutually agreed upon by the Student and the instructor. Any requests for changes to the lesson schedule will be accommodated based on availability at the teacher's discretion, but there is no guarantee that the teacher will be able to meet the request. The Student will be given reasonable notice of any instructor schedule changes.

D. Instructor Information

The Student's lessons will be taught by highly qualified and experienced instructors, each specialized in their respective area of music education. The Academy reserves the right to change or substitute instructors if necessary, and the Student will be notified of such changes in advance. Instructors are expected to maintain the highest professional standards in delivering the curriculum and in providing constructive feedback to students.

II. Payment Terms

A. Tuition Fees

The Student agrees to pay the tuition fees for music lessons as outlined by the Academy. Payment is collected in advance through the Academy's online system based on the Student's enrollment status.

B. Payment Schedule

Full-Time Students: Full-time students agree to pay tuition for the entire semester. Tuition amounts for the semester, along with installment dates, are provided at the time of enrollment. Payment is collected automatically on a monthly schedule, typically on the 1st of each month.

An enrollment fee of $25 is required at the time of registration. Returning full-time students are not charged an additional enrollment fee if continuing without interruption. Students who switch from part-time to full-time are assessed the $25 enrollment fee.

Part-Time Students: Part-time students pay in advance for each lesson at the time of booking. Lessons are confirmed once payment is submitted.

C. Additional Costs

In addition to tuition fees, the Student may incur costs for required materials, such as books, sheet music, or instruments. Performance-related costs, such as recital fees, may also apply if the Student chooses to participate in these events. These additional costs are not strictly required for enrollment, but will be requested or recommended by the teacher as needed for their lessons and for the Student's development.

III. Student Expectations and Responsibilities

A. Attendance Policy

Regular attendance is critical for the Student's success in the music program, and the Student is expected to attend all scheduled lessons. If the Student cannot attend a lesson, it is the Student's responsibility to notify the teacher or the Academy as early in advance as possible. The Student must give at least 24 hours notice in advance to be entitled to a make-up lesson (see details below in "V. Cancellation and Make-up Policies"). Failure to attend a lesson without prior notice will result in the loss of the lesson without refund or rescheduling.

Same-day adjustments: For the convenience of teachers and students, if a teacher and student mutually agree within 24 hours of the lesson to meet at a different time on the day of the lesson, provided this change does not result in a schedule or room conflict, they may do so without explicitly making that change in the schedule. As long as the lesson is completed on the date recorded in the Academy's schedule, that will be sufficiently accurate for the purposes of record keeping.

B. Child Safety & Supervision

During lessons with minor children (students under the age of 18), at least one adult guardian (18+) in addition to the teacher is required to remain present in the same room throughout the duration of the lesson. The Academy does not permit any teachers to teach a minor without another adult present. It is the responsibility of the Student's parent/guardian to ensure that another adult is present for the lesson as stipulated here if the Student is a minor.

Exception — Observable Classroom Instruction:

One-on-one instruction without an additional adult present is permitted only when the lesson takes place in a classroom or studio space that remains continuously observable to others, including through a door that remains fully open to a regularly trafficked hallway or common area, or through a clear, unobstructed interior window providing visual access from an adjacent space that is actively occupied by another adult, for the entire duration of the lesson. Other adults must be present in the building during lesson times.

The Academy reserves the right to require an additional adult to be present for any lesson at its discretion. Parents or guardians may also request enhanced supervision requiring an additional adult to be present.

Online lessons: The above requirement is modified here in cases of lessons conducted through an online interface. For online lessons, the adult supervisor must either be in the same room as the student or attend and monitor the online meeting from another device.

C. Practice Requirements

The Student is expected to engage in independent practice between lessons to reinforce learning and make progress. The teacher will work with the student to develop good practice methods and habits and will inform the Student as to how much time is needed to progress towards their goals. The Student acknowledges that consistent practice outside of lessons is essential to their development as a musician. Furthermore, if the Student is a minor, the parents are expected to take responsibility for the Student's practice. The teacher will work with the parents to develop an effective practice routine. Our Academy requires teachers to affirm the following with regard to the parent's authority: "I recognize that my authority as a teacher is delegated to me by the student's parents. Therefore, I will show the parents deference in all things related to the instruction of their child."

D. Code of Conduct

The Student agrees to treat instructors, staff, and fellow students with respect and courtesy. Disruptive behavior, including excessive tardiness, disrespectful language, or insubordination to the teacher, will not be tolerated.

IV. Cancellation and Make-up Policies

It is the Academy's desire to make cancellations and rescheduling in accordance with its policies as easy and streamlined for teachers and students as possible. To this end, the procedures below are designed to conveniently automate this process with clear records and fair practice.

A. Full-Time Student Cancellations

A lesson is counted as a "full-time student cancellation" when a full-time student requests to cancel or reschedule it or fails to attend the lesson for any reason.

Online Student Cancellation Form: In order to cancel or reschedule a lesson, it is best for the Student to go through the online form designated for that purpose, but may also notify the teacher or the Academy directly.

- The Student is responsible to submit this form as far in advance as possible to cancel or reschedule a lesson.

- It is important for the Student to go through this form in order to maintain our cancellation policies effectively with proper records.

Courtesy Make-up: The Student is guaranteed one free, courtesy make-up per semester for a lesson they cancel if they give at least 24 hours notice for the cancellation. The Student will receive a credit to book this courtesy make-up online after submitting the cancellation form.

Non-Refundable: No refunds will be issued for lessons canceled by the Student. The Academy may issue a refund in select circumstances, but there is no guarantee by the Academy.

Teacher and Academy Responsibility for Make-up: It is the responsibility of the Student's teacher to make every effort to accommodate this courtesy make-up (one per semester), which must be rendered by the end of the semester.

- In some cases, the Student will not be able to find a convenient time in the teacher's schedule to book the courtesy make-up. In that case, the Academy requests (but does not strictly require) teachers to look at their own schedules and determine if they can move something around or open up available time to accommodate the Student's make-up if possible.
- If the Student and teacher ultimately fail to book the courtesy make-up lesson to occur within the semester, the student will be refunded for the canceled lesson and it will no longer be eligible for make-up.

Additional Cancellations: Any additional cancellations requested by the Student beyond the cancellation stipulated above will not be eligible for make-up except at the discretion of the teacher. The teacher will be notified by email when the Student requests to reschedule a lesson through the online form. The teacher will then respond whether they are willing and able to offer a make-up for the lesson. The Academy does not require teachers to offer more than one courtesy make-up per semester, even in extenuating circumstances for the Student. It is the teacher's prerogative to consider the Student's situation and reason for canceling and whether they ought to and are able to offer the Student a courtesy make-up lesson.

Same-Day Cancellations: Same-day cancellations are not eligible for rescheduling or make-up except at the discretion of the teacher; nor are they eligible for refund.

Illness or Family Emergency: In cases of illness or family emergency, teachers are encouraged but not required to offer make-ups for additional cancellations and same-day cancellations. The policy for these cases of cancellation remain the same as stipulated above.

B. Part-Time Student Cancellations

A lesson is counted as a "part-time student cancellation" when a part-time student requests to cancel or reschedule it or fails to attend the lesson for any reason. The policies for part-time student cancellations are the same as for full-time students (see above) with the following modifications:

Courtesy Make-ups: When part-time students cancel or request to reschedule a lesson with at least 24 hours notice, rather than being limited to one per semester, they will always receive a credit to book a make-up lesson for the cancellation.

Teacher and Academy Responsibility for Make-ups: Teachers are not responsible for making any extra effort to accommodate courtesy make-ups for part-time students, but may simply leave it to the Student to book online within their availability. Teachers also reserve the right to reject make-up lesson bookings received through the online system in case it does not work well for them. If a make-up is simply not feasible for the foreseeable future, then the Academy will seek to provide another teacher with comparable qualifications to make up the lesson. The Student agrees to accept the Academy's provision of another teacher when this occurs. If the Academy fails to find another teacher to teach the make-up lesson at a time that is agreeable to the Student, then the Academy will refund the lesson.

C. Teacher Cancellations

A lesson is counted as a "teacher cancellation" when the teacher requests to cancel or reschedule it. The Student will be notified in advance of the teacher cancellation by email with an explanation from the teacher. The Student will receive a credit to book a make-up lesson for the teacher's cancellation.

D. Dispute Resolution

In a case where the Student claims that one of their lessons was canceled by the teacher, but the Academy has no record of the cancellation and the teacher claims to have delivered the lesson, then the Student must provide proof of communication indicating that the lesson was canceled by the teacher. This proof can be the text message from the teacher notifying the Student of the cancellation. The Student and Academy agree that this proof of the teacher's cancellation is a necessary and sufficient standard for resolving such a dispute between the Student and the Academy. If said proof is provided, then the Academy will count the lesson as a teacher cancellation and proceed accordingly.

The above case should not happen on any regular basis, however, because the Academy requires teachers to always submit an online cancellation form for its records. The Student should always expect to receive an email from the Academy confirming the teacher's cancellation. If the Student is merely

told by the teacher over the phone or in person of an upcoming cancellation, the Student should ask the teacher to text them a message stating the cancellation date and await an email confirmation as well. In general, though, cancellations should not be coordinated in person or over the phone.

E. Teacher No-Show

In the case where the teacher is a no-show for the Student's lesson, then the Student should immediately report this to the Academy so that the Academy may confirm on that same day the teacher's absence or unresponsiveness, and upon confirmation issue a refund to the Student. Reports of a teacher no-show after the fact will be more difficult to confirm.

F. Force Majeure

In the event of unforeseen circumstances such as natural disasters or other external situations beyond the control of either party, the Academy will make every effort to reschedule lessons or offer alternative arrangements. If the Academy is unable to deliver lessons due to such events, no liability will be held, and the Student will not be charged for missed lessons. The Academy reserves the right to reschedule or cancel performances in such situations. “External situations” is defined here as situations that arise apart from the Academy, the Student, and the Student’s personal relations such as family and employment. An illness or family emergency that directly involves the Student, therefore, would not count as an “external situation” covered by Force Majeure here. Those cases are handled instead by the clause above titled “Illness or Family Emergency.”