



2017-2018 SCHOOL YEAR PRIVATE LESSON HANDBOOK

We at Performer's Warehouse are thrilled you have chosen us to further your training with Private Lessons in Acting, Dance and/or Voice! Thank you for putting your trust in our experienced instructors. The following is a list of things you will need to know to help us make your private lessons productive and worthwhile. Please feel free to contact us at 678-648-6771 should you have any questions after reading through the handbook.

COST OF LESSONS FOR FALL-SPRING 2016-2017

There is a **\$35 registration fee due for those who book private lessons but are not enrolled in our regular classes**. This fee will be charged at the time the first lesson is booked and is good through the last day of our summer private lesson schedule.

Length of Weekly Lesson	Instructor Level I	Master Level Instructor
30 min lesson (25 min of instruction)	\$30.00	\$45.00
45 min lesson (40 min of instruction)	n/a	\$85.00
1 hr lesson (55 min of instruction)	\$60.00	\$90.00
1.5 hr lesson (85 min of instruction)	n/a	\$130.00
1 hr SHARED lesson (55 min of instruction)	n/a	\$115.00

CONFIRMATION OF PRIVATE LESSONS

When your lessons are booked you should receive a confirmation from our system with the dates and times of the lessons. You should expect a system confirmation for rescheduled lessons as well. The staff member booking your lesson will confirm with you via email as an added measure. Please read your confirmations carefully for times and dates. If there is a problem contact us via email immediately so that we are able to correct the issue before the lesson occurs.

Our system automatically sends weekly lesson confirmations to the email account of the student for whom the private lesson is booked 72 hours ahead of the lesson. **If you DO NOT receive a confirmation email please contact the studio prior to coming** to the lesson to be certain you are booked for that spot. **Parents**, if you do not receive a confirmation on your email please check your student's email, and both junk folders, before contacting the studio.

CANCELLATION OF LESSONS

All appointment cancellations **MUST be received via email (NO PHONE CALLS, TEXTS OR VERBAL NOTIFICATIONS WILL BE ACCEPTED) no later than 48 hours prior to the appointment date and time to avoid being charged for the lesson. Lessons that occur on the weekend or on Monday must be cancelled no later than Thursday at 5PM to avoid being charged for the lesson.** We know sometimes things happen at the last minute (illnesses, for example). Please understand our instructors have devoted a timeslot to you which means someone else wasn't able to book it. We find the front office needs at least 48 hours to try to fill unexpected openings from our wait-lists. If you must cancel your lesson late you will be offered a group make-up lesson date. Your student is welcome to attend this lesson free of charge but must reserve a spot via email to the address listed below prior to attending. The date will be listed on the email acknowledging your



late cancellation. If no one has signed up for the make-up lesson at least 48 hours ahead of time the instructor reserves the right to cancel the lesson without notice.

Cancellation emails: Please direct any cancellation emails to mwright@theperformerswarehouse.com or respond to the reminder notice you should receive via email 72 hours prior to your appointment date. Your email will be processed and the lesson cancelled or charged according to the receipt stamp on the email. The front office will respond that it has received your cancellation request and provide a status for the lesson (early cancelled, late cancelled due to late receipt, etc) as soon as possible.

IF YOUR LESSON IS SCHEDULED FOR A WEEKEND AND YOU MUST CANCEL AFTER THURSDAY AT 5PM: Please ask your instructor for contact information during your first lesson. If you must cancel a weekend appointment after 5:00 PM on Thursday please contact your instructor directly as a courtesy to them. The studio is not able to monitor emails received Friday-Sunday so we are unable to alert the instructors to gaps in their schedules due to late cancellations. This is ONLY if you are cancelling a lesson for the current weekend after Thursdays at 5PM.

PERMANENT LESSON CANCELLATIONS

Should you need to cancel lessons permanently please do so via email according to the cancellation policy outlined above. We'll be sorry to see you go but understand schedules can change during the course of the school year.

Our instructors and/or the studio reserve the right to permanently cancel lessons with cause. Should this occur you will receive an email notification from the instructor or a staff member at least 48 hours prior to the next scheduled lesson.

PW reserves the right to collect the entire balance owed by the client at the time of cancellation instead of waiting for the next scheduled payment date (listed below)

PAYMENT OF LESSONS

We are able to accept Cash, Checks and Debit/Credit (Visa, AMEX, MasterCard & Discover) cards as payment for our services.

Cash: If you wish to pay using cash please do so at the time of the lesson, keeping in mind we may not be able to make change. Cash payments should be placed in an envelope with the client's name, date of appt. and instructor name labeled on the outside. If you pay more than your appointment amount we will be happy to keep a credit balance on your account for your next lesson. PW does not keep cash on hand to make change so correct amounts are appreciated. Cash, sealed in an envelope, may be given to the front desk attendant or left in the yellow folder (labeled Invoices for Mary) on the wall outside the reception office door if the attendant is unavailable. You will receive a receipt via the email we have on file for you when the payment is processed by the front office.

Checks: If you wish to pay using a check please do so at the time of the lesson. Make the check payable to "Performer's Warehouse" with the appt. date and instructor's name in the memo portion of the check. Please also include the client's name if the last name is different than what is printed on your checks. Checks may be



given to the front desk attendant or left in the yellow folder (labeled Invoices for Mary) outside the reception office door if the attendant is unavailable. You will receive a receipt via the email we have on file for you when your payment is processed by the front office.

Debit/Credit Cards: We are able to store debit/credit card information on our system so that we can collect your private lesson balance automatically once a month. Should you choose to use this service we will charge the card on file as follows:

DATES CHARGES ONTO CARD ARE MADE	SERVICE DATES
Tuesday, August 15 th	All unpaid balances 07/17/2017 – 08/14/2017
Thursday, September 14 th	All unpaid balances 08/15/2017 – 09/13/2017
Friday, October 13 th	All unpaid balances 09/14/2017 – 10/12/2017
Wednesday, November 15 th	All unpaid balances 10/11/2017 – 11/14/2017
Thursday, December 14 th	All unpaid balances 11/15/2017 – 12/13/2017
Monday, January 15 th	All unpaid balances 12/13/2017 – 01/14/2018
Thursday, February 15 th	All unpaid balances 01/15/2018 – 02/14/2018
Thursday, March 15 th	All unpaid balances 02/15/2018 – 03/15/2018
Thursday, April 12 th	All unpaid balances 03/16/2018 – 04/11/2018
Tuesday, May 15 th	All unpaid balances 04/12/2018 – 05/14/2018
Thursday, June 14 th	All unpaid balances 05/15/2018 – 06/13/2018

You will receive a receipt via the email we have on file when your payment is processed by the front office.

RETURNED CHECKS: Any check returned to Performer’s Warehouse will incur a \$35 charge to the account. We will contact you for payment of the check amount plus the NSF fee in cash or certified funds. This amount must be paid in full before the client will be able to attend ANY future private lessons. If returned checks are received from any client more than once we will require payment in cash, certified funds or CREDIT (No Debit cards will be accepted) card for any future services.

WHAT TO BRING TO YOUR PRIVATE LESSONS

Acting Lessons:

- Pencil or Pen and Notebook for taking notes
- Any Monologues you may be working on. Please note: we are happy to make copies of a monologue for you ONCE. If we need to make copies of it again your account will be charged \$.25 per page for replacements.
- Recording device, such as phone, in case you need to film something to practice at home

Dance Lessons:

- Girls please wear a solid color leotard with pink tights as you would for group dance classes. Hair should be up and out of the way.
- Boys: Snug-fitting white T-shirt, black shorts and Dance Belts (required).
- Footwear should be appropriate to the style of dance for which the lesson is taught.
- Pen or pencil and notebook for taking notes
- Recording device, phone is fine, in case you need to film something to practice at home

Vocal Lessons:

- Recording device, most use their phone
- CD (we have these at the studio for a charge of \$1.00 per CD) OR Thumb Drive/USB (32 or 64GB)
- You should set up an account with Music Notes, New Musical Theatre.com and/or Sheet Music Plus. Be ready to purchase copies of songs needed during the lesson. If we are asked to purchase music for your student we will charge your account for the cost of the music plus \$.25 per page to print the score.
- Three ring binder with purchased music, especially the music you are currently working on with your instructor.
- Bottled water

SKYPE Lessons VOCAL:

If Skype lessons are needed please notify the front office when you book the lesson so they can let the instructor know. **For Camiah:** Camiah’s Skype ID is CamiahMingo. You need to add her as a contact on Skype at least 24 hours in advance of your lesson. Add a note to the contact request that you are asking for the contact because you have a voice lesson with Camiah via The Performer’s Warehouse. That way she will know you are a legitimate contact request. Please provide a karaoke for any 6 songs you wish to work on during your lesson. Make sure you have speakers that you can hear clearly. Check your internet connection to be certain it is strong and can support a video Skype. By confirming these requirements at least 24 hours ahead of your lesson we can ensure that you will receive all of your lesson time for instruction.

SCHEDULE OF STUDIO CLOSINGS

The studio will be closed on the following dates and private lessons will not be held. On some of the longer breaks our instructors often opt to offer a reduced schedule to their students. If this is the case, you will be notified via email of these opportunities. Students wishing to continue lessons over the break should request the dates and times they would like by responding in a SEPARATE email to the sender. Spots will be booked on a first come, first served basis.

DATES	EVENT
08/07/2017	Start of School Year Private Lessons
09/23/2017 – 09/30/2017	Fall Break NO Private Lessons
11/18/2017 – 11/25/2017	Thanksgiving Break NO Privates Lessons
12/23/2017 – 01/06/2018	Winter Break NO Regularly Scheduled Private Lessons
02/03/2018 – 02/07/2018	UNIFIEDS – No Privates Lesson with CAMIAH ALL OTHER INSTRUCTORS WILL HAVE LESSONS
02/08/2018 – 02/09/2018	THESCON – No Private Lessons with DIANNE & MICHELLE ALL OTHER INSTRUCTORS WILL HAVE LESSONS
03/31/2018 – 04/07/2018	Spring Break NO Regularly Scheduled Private Lessons
05/25/2018	LAST DAY FOR SCHOOL YEAR PRIVATES



Please respond to this email with "ACCEPT" in the subject line to indicate you have read over and accept the policies as set forth above. Should you have questions please contact us in a NEW email and we will be happy to answer them as quickly as possible.