



# Student Handbook

---

## Welcome

Welcome to Milford Music Studios.

We are committed to helping students grow in skill, confidence, and performance through high-quality instruction and a supportive, structured environment.

This handbook outlines how our studio operates so that all families have a clear and consistent experience.

## Student Expectations

- Attend lessons consistently
- Use the student portal for all scheduling
- Practice regularly between lessons
- Participate in assigned classes, ensembles, or performances
- Follow studio policies and communication guidelines

## Student Portal

- All scheduling, payments, and communication are handled through the student portal.
- Teachers do not manage scheduling outside the system.

## Attendance & Make-Up Policy

### Private Lessons

- 24-hour notice is required to receive a make-up credit
- Credits expire after 30 days
- Missed make-ups are forfeited

### Group Classes & Ensembles

- No individual make-ups are provided

# Studio Closures & Teacher Cancellations

Milford Music Studios does not automatically follow school closures.

- If a **teacher cancels** a lesson for any reason (including weather, illness, or emergency), a make-up credit will be issued
- If the teacher holds the lesson as scheduled but the **student cancels**, the standard cancellation policy applies

## Holiday Closures

The studio is closed on:

- Easter (Friday–Sunday)
- Memorial Day
- Independence Day
- Labor Day
- Halloween
- Thanksgiving (Thursday–Sunday)
- Christmas Eve – New Year’s Day

Lessons do not take place on these dates, and no make-up credits are issued for holiday closures.

## Membership & Enrollment

Enrollment is ongoing and reserves a student’s lesson time each week.

Membership includes participation in the selected program and access to studio benefits as outlined in the Music Program Guide.

## Program Structure

Classes and Ensembles follow a semester schedule:

- **Fall:** September–December
- **Spring:** January–May
- **Summer:** June–August

While tuition is billed monthly, enrollment in **Classes and Ensembles is a semester commitment.**

Consistent participation is required to maintain group balance and performance readiness.

If a student withdraws mid-semester, **tuition for the remainder of the semester will still be charged**, even though billing continues monthly.

Private Lessons are not semester-based and may be discontinued with proper notice (see Tuition & Billing below).

## Tuition & Billing

All programs are billed on a monthly basis.

Enrollment continues month-to-month unless cancellation is submitted through the student portal.

- A minimum of **7 days' notice before the next billing cycle** is required to stop billing.
- If notice is submitted within 7 days of the next billing cycle, **tuition for that month will still be charged and is non-refundable.**

### Payment Options

- Auto-pay (card on file)
- Manual monthly payment through the portal

Payments processed through the portal are handled securely via Stripe (3% processing fee applies).

### Alternative Payment Methods

- Zelle:  
milfordmusicstudios@gmail.com
- Venmo: @MilfordMusicStudios
- Cash or check accepted

## Additional Classes & Ensembles

- Additional group classes and ensembles may be added for an additional fee
- Additional private lessons may be added at standard tuition rates
- Multi-lesson discounts apply where applicable

## Performances & Events

Students have opportunities to participate in performances throughout the year.

### Annual Recitals

- Halloween Recital
- Christmas Recital
- Spring Recital

Additional performance opportunities may involve participation fees or ticketed audiences.

## Michigan Music Festival

Students may participate in the Michigan Music Festival.

- Private Lesson and Full Program students receive **one solo entry included**
- Group and Performance students may participate for an additional fee

Festival participation may require enrollment during a qualifying period.

## Achievement Program (Music Amplified)

Students participate in a structured system that tracks progress through:

Points • Levels • Milestones

This system is designed to motivate consistent practice and celebrate progress.

Students are responsible for logging their own activity.

Teachers review and approve submissions after they are entered.

## Referral Program

Families may earn one free month of membership by referring a new student.

Requirements:

- The new student lists your name at enrollment
- The student remains enrolled for two months

## Communication

Studio communication is handled through:

- The Student Portal
- Email notifications

Families are responsible for keeping contact information up to date.

## Annual Tuition Adjustments

Tuition may be adjusted periodically.

Families will receive at least 30 days notice prior to any changes.

## **Final Notes**

Our goal is to provide a consistent, positive, and structured environment for every student.

Clear policies allow us to:

- Maintain fairness across all families
- Provide high-quality instruction
- Keep the studio running smoothly

We appreciate your cooperation and commitment to your student's musical growth.