



**WESTLAKE LESSONS**

## Student Handbook

*Last updated: May 1, 2019*

Information in this handbook including pricing, holiday calendar, and policies may be subject to change by Westlake Lessons.

## Instrument Requirements

To participate in music lessons, a student must own a working instrument, such as a Piano (Digital or Traditional), Guitar (Acoustic or Electric), Drums (Digital or Acoustic), or Violin. Voice Lessons also require a working piano for accompaniment (traditional or digital).

### Recommended Stores and Rental Programs:

- [Capital Music Center](#) - For renting Digital Pianos or Digital Drum Kits
- [Strait Music](#) - For renting Violins, or purchasing guitars, drums or other instruments.

Due to logistical limitations, teachers cannot provide instruments for lessons.

- [Rock'n'roll Rentals](#) – For renting digital pianos, drums, or guitars.

## Getting Started

- 1.) If you haven't done so already, contact our office for teacher availability. The best way to do this is through our website at <https://www.westlakelessons.com/homemusiclessons>
- 2.) We will reach out to our teachers and compile a comprehensive availability report for you or your children. This usually takes 1-2 business days.
- 3.) Select the teacher, schedule and start date that works best for your child. Once it's confirmed with the teacher, you'll receive a confirmation email for your first lesson!

## Creating your My Music Staff Account

Westlake Lessons uses My Music Staff software platform for managing, tracking and billing our services. Prior to your pilot lesson, please create your account at <https://www.westlakelessons.com/signup>.

Parents may use this account to:

- View scheduled lessons
- Report student absences
- View your bill and billing history
- Update your Billing Info
- View teacher contact information

Instructions on how to use these features are best addressed from the help tab in the My Music Staff portal, which can be found in the upper right hand corner upon logging in.

## Pricing

**Subscription Packages (Lessons provided weekly)** - After the pilot lesson, lesson packages are charged forward at the beginning of each month.

Lesson Duration	Lesson Rate	4-Week Month	5-Week Month
30-Minutes	\$40	\$160	\$200
45-Minutes	\$56	\$224	\$280
60-Minutes	\$72	\$288	\$360

Note: Lesson duration starts upon the teacher's arrival to the residence until his or her departure, and includes any setup, tuning, and/or debriefing with the parent.

## Same-instrument Tandem Packages for Families

- Must be instruction for the same instrument with the same teacher
- Lessons must be back to back on the same lesson day.
- Packages limited to household family members

Lesson Duration	Lesson Rate (in addition to initial lesson package)
30-Minutes	+\$28
45-Minutes	+\$42
60-Minutes	+\$63

## Pilot Lesson Period

The first lesson for any new student is considered a pilot lesson. If for any reason you are not satisfied with the instructor or if you feel it's not the best fit, you may cancel all future lessons with that teacher at no charge. You may then also schedule a pilot lesson with a different teacher. **The deadline to cancel ongoing lessons with the teacher is 8PM the evening before your second lesson-date.** Following the pilot period, the two-week notice policy applies to stopping lessons.

**NOTE:** *A student may choose to schedule multiple pilot lessons with different teachers upon request. However, please understand that no teacher's time slot is reserved until you affirm which teacher/schedule you'd like to enroll with.*

## Missed Lessons Policy

Westlake Lessons is a weekly subscription service, and your enrollment with Westlake Lessons reserves your teacher's time slot on a weekly basis.

With the exception of Opt-out Holidays, and Summer Vacation Policy (see below) Westlake Lessons does not issue refunds for student absences, missed lessons or sick days.

Teachers may offer makeup lessons at their discretion, based on availability. If no makeup times are available, or no mutual time is feasible, the missed lesson is considered forfeited after 14 days. Makeup lessons may not be offered when teachers are not notified, or only notified last minute about a student absence.

## Holiday Calendar

If your scheduled lesson lands on any of our Holidays - posted below - you may cancel that lesson for a refund with appropriate notice (8PM the day before)

9/2/18 – Labor Day  
10/14/18 – Columbus Day  
10/31/18 - Halloween  
11/25 – 12/1/19 – Thanksgiving Break  
12/20/18 – 1/6/19 – Winter Break  
1/20/19 – Martin Luther King Day  
2/17/19 – Presidents Day  
3/14/19 – 3/22/19 – Spring Break  
4/10/19 – 4/12/19 – Good Friday / Easter Weekend  
5/25/19 – Memorial Day

## Learning Through Summer – Summer Vacation Credits

During June, July and August, students may cancel up to 2 lesson dates per month for refund with adequate notice. If you are taking lessons through the summer, you may use those 6 vacation credits flexibly from Memorial Day to August 31. **Please note that if you choose to stop lessons mid-summer, any applied vacation credits from incomplete months will be rescinded and charged for.**

## How to Submit a Holiday/Summer Cancellation:

- 1.) Log into your My Music Staff account at [www.westlakelessons.com/customer](http://www.westlakelessons.com/customer).
- 2.) Click on your scheduled lesson from the Calendar View
- 3.) Attendance > No attendance.

**Note:** You will be notified about our missed lesson policy. As long as it is an eligible Holiday or Summer Cancellation reported with appropriate notice, the charge will be taken off the lesson by an administrator.

Please submit your cancellation through the My Music Staff App. Click on your lesson from the Calendar View at <https://www.westlakelessons.com/holiday> by 8:00 PM the evening before, or email your teacher and cc: [info@westlakelessons.com](mailto:info@westlakelessons.com).

## No Unattended Minors

Westlake Lessons, LLC or its Independent Teachers are not responsible for unattended minors. We require that a parent or guardian always be present on premises for all music lessons.

Please be present upon your teacher's arrival/departure, or audibly let your presence be known to the teacher. If a teacher arrives for a lesson and the child is unattended, the parent will receive notification of the incident. If it happens again, the lesson will be canceled without a refund or remake. Repeat infractions may result in ejection from our program.

## 14-Day Notice for Stopping Lessons

Notification directly to the office is required for stopping lessons. Termination requests can be submitted [here](#). Alternatively, you may email the office at [info@westlakelessons.com](mailto:info@westlakelessons.com). Please include your last lesson date, whether the student will be present for that lesson, some feedback about your experience, and whether you'd be interested in resuming in the future.

Since we frequently receive availability requests for our teachers, **your last scheduled lesson must be 7 days or more from your notification date**. This gives teachers a fair opportunity to offer upcoming availabilities to interested families. Failure to give adequate notice may result in being charged for lessons the student is not available for.

Once a student account is suspended, that lesson time is no longer retained and may be offered to a new or existing student. Please contact the office to resume lessons with your preferred teacher. A new timeslot may be reserved 2-3 weeks in advance.

## Still Have Questions?

We hope you have a greate experience with Westlake Lessons!

If there is a topic or specific question that isn't addressed in this book, please let us know, so we can assist you as best we can.

Phone: (512) 285-0764

Email: [info@westlakelessons.com](mailto:info@westlakelessons.com)

Sincerely,

Westlake Lessons