

BASIC INFORMATION FOR LESSONS

You'll be assigned a teacher by the Studio Administrator, based mostly on mutual availability between you and the teacher (*be sure to fill out the availability sheet*). You can make any other specific requests you need on the application you fill out.

➤ You'll be attending either weekly or every-other-week private lessons (every-other-week lessons take longer to confirm, since not as many teachers are available for that schedule).

➤ You must have your own instrument, case, bow, and rosin for each lesson. Your teacher will let you know what other accessories you might need.

Terra Nova Violins has instrument outfits available for rent! Call, email, or ask an associate for more information.



DISCONTINUING:

If you decide that you'd like to discontinue, you must let us know at least **48 hours in advance of the next lesson.**

Any lessons that you've paid for that are left on your account will be refunded.

ATTENDANCE, SCHEDULING, AND MAKE-UP LESSONS:

All scheduling will be done through TNV.

Any rescheduling can be discussed with the teacher if desired, but must be confirmed through the studio administrator.

- You're required to attend all lessons scheduled and paid for, with make-up lessons for days you can't attend (see below).

If your teacher cannot attend a lesson, **you may choose to have a substitute teacher rather than rescheduling.** You must let us know at least a day before the lesson occurs if you'd like to have a substitute teacher.



IF YOU CANNOT ATTEND A SCHEDULED LESSON:

24 HOUR POLICY

We can easily reschedule a lesson if you can't attend your usual lesson day/time. However, **we must be notified at least a day in advance (24 hours) that you are not able to attend your scheduled lesson.** At that point, we will contact you and the teacher to see when a make-up lesson can be scheduled.

SCHEDULING ISSUES:

If we are notified of a schedule change the same day, last minute, or if you are a no-show, **we cannot make-up the lesson and we must pay the teacher for their time.**

This can only be waived in absolute emergencies, in the sole discretion of TNV. All of this applies to make-up/rescheduled lessons as well.



Please Notice:

If a student misses lessons regularly, has consistent scheduling issues, or is persistently late, they may be asked to move their lesson time.

If the problem persists and we can't find a reasonable solution, the student may be discontinued from lessons.



VACATIONS AND SCHOOL HOLIDAYS:

Lessons that fall on extended school holidays, such as the two weeks of winter break, or the week of thanksgiving, may be removed from your tuition with no penalty or make-up lesson.

➤ Lessons during these extended holidays are arranged based on mutual availability. This means that if the teacher and student are both willing to have lessons during an extended holiday, we can schedule them.

➤ Summer lessons are only arranged based on mutual availability between the teachers and students.

Please notify us of your vacation plans before monthly billing occurs.



Lessons will not occur on major federal/school holidays. These holidays include:

- Christmas Eve/Day
- New Year's Eve/Day
- Thanksgiving Day
- Easter Sunday

If you're wondering about others, just

TUITION AND PAYMENTS:

- Payments are made monthly by automatic credit card charges to TNV, based on the number of weeks in the upcoming month.
- Can be refunded (see policy on discontinuing lessons)
- Can be adjusted for school holidays (see "Vacations and School Holidays")

Typical number of lessons is four lessons per month, totaling either:

- \$100 (4 half-hour lessons)
- \$200 (4 one-hour lessons)

**Some months may have 3 or 5 weeks, due to school holidays or longer months.*

If you ever have any questions about policies, concerns about lessons, or any questions about anything whatsoever, please let us know! We want you to enjoy your lessons, and we'll do anything to make sure you're receiving quality instruction. Get an application today!

CONTACT THE STUDIO ADMINISTRATOR:

Email: lessons@terranovaviolins.com
Terra Nova Violins: 210-349-4700

Existing Students:
Emergency Lessons Line: 210-273-9489
(text or call in emergencies only)

TERRA NOVA VIOLINS

PRIVATE LESSONS STUDIOS



PRIVATE INSTRUCTION FOR VIOLIN, VIOLA, CELLO OR BASS

We offer high-quality instruction for all ages from some of the finest teachers and performers in the San Antonio area, in our beautiful studio facilities.

Lessons are offered in two time lengths, 7 days a week:

- Half Hour (\$25/lesson)
- Hour (\$50/lesson)

Our teachers have the following qualifications:

- Bachelor's degree in music, in progress or completed
- 3+ years of teaching experience (some with 10+yrs)

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