

# WELCOME TO PERFORMANCE HIGH

We're glad you're here, and we look forward to helping you reach your goals!  
Here's how we work.

## YOUR ACCOUNT

Update your credit card, check your schedule, etc. We already created your account; **don't create a new account.**

1. Go to [performancehigh.net](http://performancehigh.net).
2. Click on "Log In".
3. Click on "Need to set your password?"
4. Follow instructions from here. Need help? Contact [admin@performancehigh.net](mailto:admin@performancehigh.net).

## SCHEDULING

After your first lesson, feel free to contact your teacher directly. If you experience delays, or just prefer to contact our administrator, email [admin@performancehigh.net](mailto:admin@performancehigh.net).

## 24-HOUR CANCELLATION POLICY

**We enforce a strict 24-hour cancellation policy for all lessons.**

**Payment is always due for lessons cancelled with less than 24 hours notice.**

We may choose to make an occasional exception - up to one per student per year - in the case of sudden-onset illness or true emergency. In such cases, payment is still due on the originally scheduled lesson date and may be applied to the rescheduled lesson.

Trips, school finals, rehearsals, performances, transportation issues, and weather do not count as emergencies. Please resolve all foreseeable conflicts in advance.

If you repeatedly cancel just outside the 24-hour window, we may request that you relinquish your regular lesson slot and book only last-minute lessons.

# A LA CARTE LESSONS

We offer a la carte lessons for clients needing maximum scheduling flexibility.

We take cash, checks, and credit cards for a la carte lessons, but **do require a credit card to be on file for no-shows or late cancellations.**

No-shows and lessons cancelled less than 24 hours in advance require payment in full on the day the lesson was originally scheduled. This means we will charge your credit card unless you bring cash or check payment to the studio that same day.

If we attempt to charge your card and receive an error, we will attempt to contact you by email to get a different card. If you don't reply, a late fee of \$10/week will accumulate. No further lessons may be scheduled until your account is paid in full.

# MONTHLY LESSONS

Monthly payments cover four weekly lessons in one calendar month, usually on the same day of the week. (Occasionally 5, if there are 5 of your lesson day that month.)

**We now require a credit or debit card on file for monthly lesson payments.**

If you wish to pay by cash or check, please make sure we receive it by 5pm on the 28<sup>th</sup> of the prior month. Otherwise, we will charge the card on file on the 1<sup>st</sup> of the month. If that payment doesn't go through, we will attempt to contact you by email. A \$10/week late fee will accumulate until the issue is resolved. No further lessons may be taken until your account is paid in full.

In the rare case that **your teacher** can't make a regular lesson, you may mutually reschedule, take a lesson with a sub, receive a pro-rated refund for the current month, or get credit toward the next month. Just let us know what you prefer.

If **you** can't make a lesson, you can reschedule with the same teacher, if you can find a mutually agreeable time. If you can't, feel free to request a lesson with another teacher. **Lessons missed due to your own scheduling conflicts do not roll over to the next month.**

To stop your monthly payment, contact [admin@performancehigh.net](mailto:admin@performancehigh.net) by the 28<sup>th</sup> of the preceding month.

# TERM-BASED LESSONS

Regular weekly commitment results in much more consistent growth and improvement. We offer a significantly lower rate for students under 18 taking term-based lessons. Lesson fees are due as follows:

## Fall 2018

<b>Silver Teachers (regular rate \$32.50/30min)</b>	<b>Titanium Teachers (regular rate \$40/30min)</b>
At start of lessons: \$110 for September plus \$27.50/hr for any August lessons	At start of lessons: \$140 for September plus \$70/hr for any August lessons
September 28: \$110 for October lessons	September 28: \$140 for October lessons
October 28: \$110 for November lessons	October 28: \$140 for November lessons
November 28: \$55 for lessons through Dec 15	November 28: \$70 for lessons through Dec 15

## Winter-Spring 2019

<b>Silver Teachers (regular rate \$32.50/30min)</b>	<b>Titanium Teachers (regular rate \$40/30min)</b>
At start of lessons: \$110 for February lessons plus \$27.50/30min for any January lessons	At start of lessons: \$140 for February lessons plus \$32.50/hr for any January lessons
February 28: \$110 for March lessons	February 28: \$140 for March lessons
March 28: \$110 for April lessons	March 28: \$140 for April lessons
April 28: \$55 for lessons through May 15	April 28: \$70 for lessons through May 15

Hour lessons are double the above rates.

Students are expected to complete each full term they sign up for. You must provide 30-day advance written notice if you wish to stop lessons mid-term.

Need to reschedule? Give us at least 24 hours notice and we can probably accommodate you, possibly with another teacher. However, if we can't, there are no makeup lessons.

# PERFORMANCE SHOWCASES AND WORKSHOPS

We offer **workshops** in Denver every Tuesday night 6:30-8:30pm for singers who need practice performing in front of other people, or students who would like to become more dynamic and confident performers.

We offer **showcases** every couple of month for students who are ready to perform in public. Students may perform solo (to a track or self-accompanied), accompanied by our professional guitar or keyboard player, or with a full professional band. Ask your teacher for more information.

## NEWS AND EVENTS

To keep you updated, we'll add you to our studio mailing list. Don't want email? Just unsubscribe, or let us know. Prefer text? Send the text "PH" to 720-204-4038.

For more information on artist development, performance opportunities, guitar lessons, songwriting, music theory, and more, check the website or just ask.

# THANK YOU.

Thank you for choosing Performance High.  
We take having fun seriously.

Please let us know if we ever fail to delight you, so we can fix it.  
We look forward to working with you!

If you ever need anything, contact the owner, Adrienne Osborn:  
info@performancehigh.net  
303-819-0595

# LESSON POLICY AGREEMENT

Name \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_ I have read, and agree to abide by, Performance High's policies.

\_\_\_ I agree to pay for no-shows and late cancellations, even if I don't receive or read lesson reminders.

\_\_\_ By initialing here I authorize Performance High to charge my credit card on file for no-shows, late cancellations, and monthly payments (if not paid by cash or check by 5pm on the 28<sup>th</sup> of each month).

Signature \_\_\_\_\_

# EMERGENCY INFO FOR STUDENTS UNDER 18

Name of Student \_\_\_\_\_ Date \_\_\_\_\_

## **Emergency Contact 1:**

Name of Parent or Guardian \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Other Phone \_\_\_\_\_

## **Emergency Contact 2:**

Name of Parent or Guardian \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Other Phone \_\_\_\_\_

## **Emergency Treatment and Liability Release**

I authorize the administration of emergency medical treatment to the child named above as needed, by the faculty or staff of Performance High. I also permit my child to be transported by ambulance to the nearest medical facility for treatment. If I cannot be contacted, I further authorize the necessary medical procedures to be performed by a licensed physician to safeguard my child's health. I will not hold Performance High or any member of the staff liable for any injuries or losses that occur while my child is in the studio.

Parent / Guardian Signature \_\_\_\_\_

Student's Physician Name \_\_\_\_\_ Phone \_\_\_\_\_

# MODEL RELEASE FORM

Name of Student \_\_\_\_\_ Date \_\_\_\_\_

We sometimes film or photograph our showcases, lessons or other events, and we may use such media for advertising or our website. Please indicate whether you grant us the right to use your (or your minor's) photograph or video for such purposes.

I, \_\_\_\_\_ (student or parent), [] DO [] DO NOT grant Performance High the irrevocable, uncompensated, and unrestricted right to use and publish photographs of the student named above, with or without my approval. I hereby release the photographer/videographer and Performance High from all claims and liability relating to said photographs.