

# 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

You can log in to your account to update your credit card, check your schedule, etc. We already created one for you; 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 go through our administrator, email [admin@performancehigh.net](mailto:admin@performancehigh.net).

## 72-HOUR CANCELLATION POLICY

**We enforce a strict 72-hour cancellation policy for all lessons.**

**Payment is always due for lessons cancelled with less than 72 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. Remember, online lessons are usually an option if transportation or weather are an issue.

If you repeatedly cancel just outside the 72-hour window, we may request that you relinquish your regular lesson slot and book only last-minute lessons.

# PAYMENT

**A La Carte lessons:** We will charge your card the morning of your lesson.

If you prefer not to keep a credit card on file, we require advance payment of one hour-long lesson to protect against no-shows and late cancellations. Should you late-cancel, we will use your pre-payment to cover it.

**Monthly and Term Payments:** Autopays run on the 1<sup>st</sup> of each month. If you wish to pay by cash or check, please make sure we receive it by 5pm on the 25<sup>th</sup> of the prior month. (However, we do appreciate more of a heads up than that if you are planning to stop taking lessons, so we can try to fill your spot with another student.)

## A LA CARTE LESSONS

We encourage clients who need maximum scheduling flexibility to take a la carte lessons.

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

No-shows and lessons cancelled less than 72 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

We offer a 5% discount off the regular rate for paying monthly. Monthly payments cover **four (4)** weekly lessons in one calendar month, usually on the same day of the week.

If there is a fifth lesson in a month, you'll be charged separately for that, at the same discounted per-lesson rate, unless you cancel that lesson at least 72 hours in advance.

**We 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 by emailing [admin@performancehigh.net](mailto:admin@performancehigh.net).

If *you* can't make a lesson, you can reschedule with the same teacher, as long as you can find a mutually agreeable time. If you can't, feel free to request a lesson with another teacher. **However, lessons missed due to your own scheduling conflicts or illness do not roll over to the next month.** *If you need more flexibility, please consider taking a la carte lessons instead.*

To stop your monthly payment, contact [admin@performancehigh.net](mailto:admin@performancehigh.net) by the 25<sup>th</sup> of the preceding month.

## TERM-BASED LESSONS

Regular weekly commitment results in much more consistent growth and improvement, so we encourage term enrollment by offering a 10% savings over regular price. We offer weekly term-based lessons for clients under 18.

### Winter-Spring 2019 Term Rates (Weekly Half-Hour Lessons) Term: Jan 15 - May 15

<b>Silver Teachers</b> <b>Term rate \$29.25/30min</b> (Regular rate \$32.50/30min)	<b>Titanium Teachers</b> <b>Term rate \$36/30min</b> (Regular rate \$40/30min)
January 15-30: \$58.50 (2 lessons) February: \$117 (4 lessons)* March: \$117 (4 lessons)* April: \$117 (4 lessons)* May: \$58.50 (2 lessons)	January 15-30: \$72 (2 lessons) February: \$144 (4 lessons)* March: \$144 (4 lessons)* April: \$144 (4 lessons)* May: \$72 (2 lessons)

Hour lessons are double the above rates.

\* If there is a fifth lesson in a month we will charge separately for that, at the same

discounted rate.

Students are expected to complete each full term they sign up for. Need to reschedule? Give us at least 72 hours notice and we can probably accommodate you, possibly with another teacher. However, if we can't, there are no makeup lessons. *If you need greater flexibility, please consider taking a la carte lessons.*

## PERFORMANCE SHOWCASES

We offer showcases every month or two 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. Learn more at <https://www.performancehigh.net/showcase>.

## 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!

Most questions can be answered  
by contacting [admin@performancehigh.net](mailto:admin@performancehigh.net)  
or calling 720-755-7505.

But if you ever need more help, contact the owner, Adrienne Osborn:  
[info@performancehigh.net](mailto: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.