

Greetings!

I am excited that you or your loved one have potentially decided to join the B.R.G.A. (Brian Roberts Guitar Academy) and continue your guitar training! The purpose of this email is to give you a general outline and understanding of my lesson policies to avoid any confusion in the future.

#### Payment

\$50 for 1 hour lesson. \$30 for half hour lesson. The student or guardian may pay me directly before or after the lesson at the designated amount. I can also accept advance payments for future lessons as well if that's easier for the student or guardian. I am able to take payment by cash, credit/debit card, or check, whatever is most convenient for the student.

#### Enrollment Deposit

I require a single lessons deposit upon enrollment to ensure lesson attendance. Upon disenrollment, you may pay for the final lesson with the deposit.

2 day (48 hour) > cancellation/re-booking deadline.

The student may cancel/reschedule the lesson no less than 48 hours in advance without penalty, within reason. I reserve the right to drop student from enrollment for continually/deliberately disregarding or misusing the 48 hour cancellation policy (see "Enrollment Holds / Excused Absence")

example: Lesson on Tuesday at 6pm. Student notifies me via text/call/email on Sunday at 5pm without penalty.

#### 48 Hour Cancellation Policy

I have a 48 hour cancellation policy for my lessons. If anything comes up, please notify me as soon as possible and we can possibly reschedule for another time, or post-pone the lesson until our next allotted time slot. I reserve the right to drop student from enrollment for continually/deliberately disregarding or misusing the 48 hour cancellation policy. Should the student have to cancel the lesson within 48 hours from the designated lesson time, the student will incur a cancellation fee (being half of the designated lesson amount), I will withhold 50% of the student's lesson deposit. At the time of the student's next lesson, I will require the student to reimburse the withheld 50% deposit in addition to the standard lesson fee. Should the student cancel again on the next subsequent lesson, I will withhold the remaining 50% of the student's lesson deposit. Then, at the time of the student's next lesson, I will require the student to reimburse the entire withheld (100%) deposit in addition to the standard lesson fee. Should the student cancel yet again for a third subsequent time, I will drop the student from enrollment; opening up their time slot. The student may re-enroll at a later point.

example 1: Lesson on Tuesday 6pm. Student notifies me via text/call/email on Monday at 5pm. Student will incur a cancellation fee of 50% of designated lesson amount. On the next lesson, student then pays \$50 (lesson fee) + \$25 (50% of lesson fee) for the cancelled lesson.

example 2: Lesson on Tuesday 6pm. Student notifies me via text/call/email on Tuesday at 8am. Student will incur a cancellation fee of 50% of designated lesson amount. Within 48 hours of the next lesson, student notifies me via text/call/email of an impending cancellation. Student will incur another cancellation fee of 50%. On the next lesson, student then pays \$50 (lesson fee) + \$50 (50% + 50% of lesson fee).

example 3: Lesson on Tuesday 6pm. Student notifies me via text/call/email on Sunday at 10pm. Student will incur a cancellation fee of 50% of designated lesson amount. Within 48 hours of the next lesson, student notifies me via text/call/email of an impending cancellation. Student will incur another cancellation fee of 50%. Within 48 hours of the next lesson, student notifies me via text/call/email of an impending cancellation, or doesn't show up to lesson. Student will then be dropped immediately from enrollment, and their time slot will be open for other students.

### Parking

Parking will always be available at the designated parking slot for students during their allotted time slot. Very convenient. Please park precisely where instructed. Align your passenger side of your car to the doorknob of the "Academy's" front door. Look for the home with the door hanging a Japanese noren/curtain at the entrance. There are also BRGA stickers on the sidewalk marking the boundaries of the stall. I will also include pictures on where to park as well.

\*please do not leave your car running/idling while in the parking stall.

### Backline

All equipment (amplifiers, cables, tuners, picks, guitars, etc.), except the student's own guitar, can/will be provided at practice. Ideally the student brings their own guitar, but in the rare event that the student is unable to bring their own instrument, a loaner guitar may also be provided during the lesson if needed and if available.

### Tardiness

I will try my best to honor the full time (30 minutes, 1 hour) should the student arrive late, however, some times I will not be able to do so due to scheduling conflicts. As a general rule, you pay for the allotted time slot whether your arrive on time or not, or if at all.

### No Call, No Shows

Should the student no show and not notify me, I reserve the right to drop the student from enrollment immediately and withhold the 1 lessons worth deposit.

### Online Lessons via Sykpe

For those who are unable -- or prefer not to -- physically meet at my home studio, I do offer 30 minute online lessons via Skype. I recommend using a laptop or tablet to do so, and possibly a headset (headphones and microphone) if you happen to already have a headset.

<https://join.skype.com/invite/Eq2qRKvFSaUR>

Skype Name live:brguitaracademy

Email brguitaracademy@gmail.com

### Lesson Videos

For lessons taking place in person (not via Skype), recorded video of the lesson is a luxury I strive to consistently provide. I usually record a video of the lesson for my student and upload it immediately. This does take some time however and videos are usually uploaded within 1 to 2 days of the lesson. This is a private video that only persons with access to the link may view the video, so your privacy is secure (although the video is mostly of me anyway), all of student's lessons will be in a specific playlist for viewing convenience. Unfortunately because of potential technical difficulties however, I can not guarantee videos for every single lesson. One example being, due to YouTube's anti-copyright infringement measures, computerized intellectual property recognition software will at times ban a lesson video from being uploaded if it detects music from a copy-written artist playing at length at any point during the lesson video. I try to take active measures to ensure that I do not infringe, but some times it can't be helped.

### Accessing Student's Videos/Personal YouTube Playlist

After enrollment, I will text the student or guardian a link to the student's YouTube playlist. All subsequent videos will become available within this playlist link. Should one lose the link, or if I failed to send the link, feel free to email or text and I will happily resend it.

### Lesson Pictures

Most pertinent whiteboard illustrations from student's lessons will usually be photographed for the student's later viewing via text message.

### Discontinuing Lessons

Should the student wish to discontinue lessons, I ask for at least 2 week's notice. More notice is generally better as I am then able to bring some concepts to closure without being unresolved so to speak. The student may re-enroll at any time in the future with impunity and be grandfathered in at whatever pricing they originally enrolled at. I do periodically increase my lesson fee to newly enrolled students in order to compete with inflation and demand.

### Changing Lesson Frequency

At any point the student has the option to change the frequency of their lessons (weekly, fortnightly, monthly, drop in). I ask for at least a 2 week notice to allow myself to configure scheduling requirements. The sooner I'm notified, generally, the easier and more accommodating I can be. Generally speaking, it's easier to taper back lessons versus ramping them up. Switching from weekly to fortnightly (every other week) is easier than switching from fortnightly (every other week) to weekly, being that there may be another student on the corresponding week.

### Changing Set Days/Times

For students who have a set appointment time, at any point, you may ask to switch your allotted time slot in favor of another. If available I will try my best to accommodate scheduling changes and differences. Updated time slot's will always be found at [www.brianrobertsguitaracademy.com](http://www.brianrobertsguitaracademy.com)

### Holidays

Due to the chance that at some point a student's time slot may indeed fall upon a major holiday, the student has the option to cancel the lesson with impunity, so long as it adheres to the 48 hour cancellation policy. All state and federal holidays are excusable as well as family holidays such as birthdays and Mother's Day, Father's Day, Easter(?) etc. With that said, I usually choose to take major holidays (State/Federal holidays) off regardless. I enjoy three day weekends. Please notify me two weeks before any such time off, and I will do the same for you should I need/want to take time off for holidays.

### Enrollment Holds / Excused Absence (because of work, vacations, school, seminars etc.)

Should the student be unable to commit to regular allotted time slots due to work, or travel, etc., I ask for a two weeks notice on any impending schedule changes.

### Instructional Pauses Due to My Own Travel and/or Work/Gigs

At times I will be abroad due to work (or recreation), and so I will at times be unable to instruct year round. I will notify students usually 4 weeks in advance before any such cancellations will have to be made, and no less than 2 weeks advance notice.

#### B.R.G.A. Showcase Recital

Once a year, I host a showcase for my guitar practice. The showcase is not required, although it is highly encouraged for my students to sign up for a performance slot. I send out an email 2 months before the event with all the event details. The student may sign up no later than 1 month before the event. The event is held on the second Sunday of December and runs from 6pm-7/8pm (depending on how many students sign up). Here is a link to the previous recitals: [https://www.youtube.com/playlist?list=PLe3ju52BzJOGJUIX\\_tKQulm7hNMMxhc-h](https://www.youtube.com/playlist?list=PLe3ju52BzJOGJUIX_tKQulm7hNMMxhc-h)

#### Live Rock Band Experience Opportunities with the Aloha Karaoke Band

There are opportunities for B.R.G.A. students to perform live (also known as “sit-in” for those in the music business) with my affiliate group – the Aloha Karaoke Band – at their various residency bar gigs. You may take a look at the roster of songs that the band performs at [www.alohakaraokeband.com/songlist](http://www.alohakaraokeband.com/songlist) and select a song (or more) to study and then later perform. You may also use the website at [www.alohakaraokeband.com/shows](http://www.alohakaraokeband.com/shows) to find out where/when the band is playing publicly next in order to schedule your “sit-in” gig. Please inform me of your intention to do this as to allocate some time in order to prepare you – and the band – of your potential performance. I will also remind/mention this opportunity at which point I feel a student is ready to perform a particular song live. Unfortunately this is only available to those who are 18+.

#### Live Ensemble Experience Opportunities with the Hitbox Music Ensemble

For student’s seeking a more controlled/formal performance/rehearsal environment, my affiliate group – the Hitbox Music Ensemble [www.facebook.com/hitboxmusicensemble](http://www.facebook.com/hitboxmusicensemble) – has allowed me to host B.R.G.A. students as “understudies” during rehearsals and performances. Those with scholastic “band” experience are highly encouraged, although all ages and backgrounds are welcome to accompany me during my Hitbox Ensemble appearances. For students under the age of 18, a guardian must be present for these meetings.

If you have any questions, please feel free to ask. I may be reached 24/7 at 808-639-6199 or by email at [BRGuitarAcademy@gmail.com](mailto:BRGuitarAcademy@gmail.com)

Please email me back stating that you have read the enrollment policies email.

Sincerely,

Brian

808-639-6199

BRGuitarAcademy@gmail.com