



## 2023-2024 POLICIES AND PROCEDURES

All individuals who are seeking to enroll in the 402 Lesson Studio Program must have a signed copy of the policy and procedure document on their file before the first day of the scheduled lesson. This document can only be signed by a student, parent, or legal guardian **21 years of age or older**. This procedure ensures that all participating students and legal guardians of the students fully understand and agree with the policies laid forth by the 402 Arts Collective Lesson Studio Program and creates the best environment possible for the success of the student.

### 1. REGISTRATION PROCESS

Registrations are taken on a first come/first serve basis and are done through one-of-two methods:

#### Online Registrations:

- All online registrations received from our website will be processed by the end of the next business day. Once the registration is received by the office, a Lesson Studio staff member will be in contact to discuss any further information, answer any questions, and schedule the first lesson with either a preferred Artist Instructor indicated on the registration form, or an Artist Instructor that we feel best suits the needs of the student.
- All registrations must be submitted by individuals over twenty-one (21) years of age. This can be done by a parent or legal guardian.

#### Over the Phone:

- For all registrations received over the phone, please allow up to 48 hours for the 402 Lesson Studio staff member to contact you if you are forced to leave a message on our automated phone answering service.
- Voicemails do not confirm the registration of students. The office will contact the student/legal guardian to confirm.
  - \*If any student is not satisfied with their experience with their Artist Instructor, we encourage and suggest contacting the office staff and we will help get you connected to an alternative Artist Instructor at no additional costs!
  - \*\*No permanent physical copy or record of students' information is kept on file.

### 2. LOCATION

- **“402 Arts Collective - BENSON”**
  - Located at 6051 Maple Street, Omaha, NE 68104. There is one entrance to the second story of the facility. Lesson Studios are located on the second story of the building through the east staircase. Parking is provided in three areas: parking stalls in front of the studio, church parking lot south of the studio, and civic parking located down the south alley to the West.
- **“402 Arts Collective - WEST”**
  - Located at 16909 Lakeside Hills Plaza, STE 119, Omaha, NE 68130. We ask that you park in front of the building and use the front entrance located on the East side of the facility.
    - “Bellevue Lesson Studio**
    - Located at 11513 S. 37th Street, Bellevue, NE 68123. This studio facility is unique in that it is shared by a local Church admin office (Thanksgiving Church). Our studio entrance is located on the West side AND the South side of the building. The first time you arrive, you will be greeted at the door by your Artist Instructor and given instructions on how to enter the studio's exterior doors with a four-digit pin code. Parking stalls line the West side of the building. This location is equipped with three studios. Two music studios and one visual art studio.

- **“Virtual Lessons”**
  - We use this term to describe the scenario where our artist instructors teach weekly lessons via Zoom, Skype, Google Meet, Facetime, or other web-based live video platforms. This is a great option for students who are more comfortable being taught in their own homes. Virtual lessons look and feel just like in-person lessons at one of our studio locations except for your instructor being in the same room. A camera, computer, and high-speed internet service are required in the student’s home for this option to be possible.

### 3. LESSON TIMES

- Students should arrive on time for lessons. Lessons must end on time even if the student arrives late.
- Intervals for lessons are limited to 30 min or 60 min lesson intervals.
- We kindly request that parents or guardians ensure their children (under 16) are not left alone before or after their lessons or classes. It is crucial to prioritize the safety and well-being of our students, and we want to provide a secure environment for everyone. To facilitate a smooth transition, we kindly ask parents to stay at drop off until the Artist Instructor is ready for the lesson to begin, and please plan on being present at the 402 Lesson Studio 10 minutes before the scheduled lesson or class ends. This will ensure a responsible handover between instructors and parents/guardians. Artist Instructors have back-to-back lessons and cannot be responsible for students after their lessons.
  - The parent or legal guardian will be responsible and is required to pay for any or all damages to the building, equipment, or any other property of the 402 Arts Collective in the event a student under the age of sixteen is left unsupervised in one of the 402 Arts Collective studios.

### 4. TUITION PLANS AND PACKAGES

- Monthly Subscription Plan
  - Express: This monthly subscription package entitles the student to one, thirty (30) minute lesson per week.
  - Standard: This monthly subscription package entitles the student to one, sixty (60) minute lesson per week.
- Monthly “FLEX” Plan
  - Allows for flexibility in scheduling on a week-to-week, month-to-month basis.  
*\*Please ask your artist instructor about this plan if you are interested in it. This plan is optional for each Artist Instructor.*
- Visit [402lessonstudio.org/tuition](http://402lessonstudio.org/tuition) for current tuition packages and rates.
- An electronic payment method is required for paying tuition. If the billable party does not have access to an electronic payment method, then an alternative payment method must be arranged before lessons can begin.

### 5. TUITION RATES AND FEES

- A **one-time registration fee of \$30.00** will be collected for each new student registration. This charge will be included in the first invoice only. **\*If multiple students sign up under one family, only one registration fee will be required.**
- **Military Discount** - All active and/or retired **military receive a 10% discount**. Please provide an ID.
- Tuition rates are subject to change based upon the discretion of the 402 Arts Collective. All rate modifications will be effective in the next billing cycle (month). It is the responsibility of the Artist Instructor to communicate such changes.
- See the “Tuition Rates” page for current tuition rates

### 6. BILLING CYCLES AND PAYMENTS

- The billing system we utilize is a “pre-billing” system. This means that tuition is due on the 1st of each month before the lessons occur.
- There are three to four months per year when there are a total of five weeks in the month as opposed to the usual four weeks. You will not be billed extra for these five-week months. **You will receive the fifth lesson for free.** However, if you are unable to attend the fifth lesson of the month, reimbursements, refunds, and/or credits can not be offered.
- It is important to note that the monthly tuition is an agreement between the Artist Instructor and the student to attend the dates and times scheduled in advance. Our Lesson Studio cancellations and makeup-lesson protocol details can be found in section 9.
- For students who start in the middle of the month, tuition will be prorated to reflect the number of lessons being received.
- If an invoice goes unpaid for 30 days, a late fee will be added in the amount of \$25.00

- If tuition is not paid by the 1st of the month, the **402 Lesson Studio has the option to suspend lessons until the balance is paid.**
- It is our studio policy that all students must be enrolled in automatic monthly tuition payments, the card or bank account on file will be charged on the 1st of each month for upcoming lessons.
- Automatic tuition subscription payments are required for students enrolled in the Monthly Flex Plan.
- Automatic tuition subscription payments are required for students receiving financial assistance

## 7. TUITION PAYMENTS/INVOICING

- Partial payments are not allowed.
- **Refunds for missed or canceled lessons are not allowed.** All sales are final upon transaction approval.
- There is one payment method for tuition payments within the 402 Lesson Studio. An electronic payment method is required for enrollment and will be the payment method for your monthly tuition subscription payment.
- Updating payment information: All students can log into their online “student portal” and update their payment information. You may also update your payment information over the phone by calling our office line.
- If other payment methods or arrangements need to be made, then please contact our office and discuss them with our student account dept.

## 8. ARTIST INSTRUCTOR/STUDENT ABSENCES

- Although we encourage all students to attend all scheduled lessons as a commitment to excellence, we know that events and situations occur where the parent or student cannot make it to the lesson. We simply ask that all students/parents respect the time of the instructor enough to give a minimum of 24 hours notice. (*see “9. Cancellations”*)
- Please note that all scheduled lessons are not able to be rescheduled and are considered still “billable”. Thus, no makeup lesson will be offered on another date.
- If the instructor needs to cancel a lesson or a series of lessons, all students will be given the choice between A) a full refund for the lesson(s) canceled or B) given a credit towards the upcoming month’s subscription payment. (*see “10. Make Up Lessons” for more details*)
- It is important to communicate to the Artist Instructor any dates when you will not be able to attend lessons. If possible, we prefer 45 days notice. This enables the instructor to adjust the schedule to reflect reality.
- Note the following scenarios:
  - **STUDENT ABSENT**
    - If a student must cancel or be absent from a scheduled lesson and are unable to attend for any reason then the scheduled lesson time stands. **A refund, credit, or make-up lesson will not be offered or issued.**
    - If the student knows of an upcoming series of missed weeks (vacation, etc) we encourage you to contact the office and put your lesson subscription on hold for those subsequent weeks. Please understand, however, that your place will not be held in the specific time slot you previously had. If you want to keep your current lesson times, simply continue to pay your monthly subscription.
  - **ARTIST INSTRUCTOR ABSENT**
    - If the Artist Instructor needs to cancel a lesson for any reason and/or is not able to teach the scheduled lesson then the student has two options: A) a full refund for that one lesson or multiple lessons B) a “credit” for that lesson that counts towards their next month’s subscription payment.

*\*Please note that any refunds take up to five business days to appear on bank statements.*

## 9. CANCELLATIONS & RESCHEDULING

- If the student is not able to make it to their lesson at the scheduled time, notice should be communicated through one of the following approved methods:
  - Phone call to the Artist Instructor. If you are unable to reach them, leave a message.
  - Phone call to the 402 Lesson Studio office line: (402) 235-4797
  - Text message with confirmation of delivery to the Artist Instructor
  - Log into your student portal and “request to cancel” - <https://402lessonstudio.org/student-login>
- If a refund is to be issued, please allow for up to 5 business days for the refund to be completed.
- Please talk to your Artist Instructor about any time changes or schedule alterations you would like to make.

## 10. MAKEUP LESSONS

- Our Lesson studio program has chosen to not offer makeup lessons to our students for several reasons. Please review the following:
  - Our studio is growing - and has expanded beyond being able to accommodate the needed flexibility and studio space for scheduling short-notice makeup lessons.
  - We value our Artist's time - it is our commitment to serve our Artist Instructors in a manner that allows them to steward their time well and be successful. When a student pays for their tuition, they are not only paying for lessons but also the time and space. They are committing, along with the Artist Instructor to both arrive at a designated place and time every week. As soon as the tuition is paid, the place (studio), and time (30 min or 60 min) is "owned" by the paying student and is un-moveable until other arrangements are made with the 7 days notice.

## 11. TERMINATION/WITHDRAWAL

- Students can withdraw from lessons after a thirty-day notice at any time.
- If a student wants to discontinue lessons and withdraw as an active student in the 402 Arts Collective Lesson Studio program, one needs to inform the 402 AC office and the Artist Instructor thirty days prior.
- Communication of withdrawal of lessons must be in writing. [Email, etc]
- The registration fee of \$30 for all new students is non-refundable.

## 12. HOLIDAY/SNOW DAYS

- The 402 Lesson Studio holds lessons year-round, except for the holidays listed below.
- **If the regularly scheduled lesson falls on a holiday, lessons are canceled without a refund and a makeup or refund will not be issued.**
- The following days are the major holidays on which the 402 will be closed:
  - New Year's Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day
- Severe weather cancellations and closings will follow the Public School's closing notifications throughout the winter season. If there is a "snow day" declared, all lessons are considered canceled with no refunds or makeup lessons and The 402 Studios are closed for the day.
- In the event of severe weather that inhibits the ability for students and instructors to meet in our physical locations, a provisional "virtual lesson" may be offered by your artist instructor.
- All severe weather closings will be communicated through the Artist Instructor. General news and weather cancellations will also be communicated through the 402 Arts Collective Facebook page.

## 13. PRACTICE EXPECTATIONS

- The 402 Arts Collective encourages all students of music and visual art to practice every day, even for a few moments. Practice is expected and indispensable for progress. Consistency is key!
- It is advised to all students that the Artist Instructors of the 402 Arts Collective will challenge you as well as hope to inspire you to do your very best.

## 14. RECITALS/STUDENT SHOWCASES

- The 402 Arts Collective holds Lesson Studio student recitals at the discretion of the Artist Instructor. If you feel that you or your student is ready for a live performance or a public showing of such kind please notify your Artist Instructor and they will show you the next steps.

## 15. BEHAVIOR EXPECTATIONS

- The 402 Arts Collective expects all students to behave respectfully toward their Artist Instructor.
- If the student's behavior is considered to be unfit for proper instruction, it is the responsibility of the Artist Instructor to inform the parent or guardian that lessons will be suspended until the student's behavior is managed.
- All Artist Instructors have the right and ability to place the student in a "probationary period" for a length of time. Notice will be given to the parent or guardian before this period. If the behavior does not improve, any further lessons will be suspended without a refund.
- All damages to equipment or property in or around any of the 402 Arts Collective facilities will be liable to the responsible party.
- All 402 Lesson Studio facilities are equipped with HD security cameras and are monitored daily.

## 16. PARKING

When parking at any of our 402 Lesson Studio facility locations we ask for adherence to local laws and facility-posted protocols. Our number one priority is for your safety and convenience. Please contact the office if you have any concerns or complaints about parking at any of our locations. Every location we have is collaborative. This means, we typically share the space with other businesses and organizations as our next-door neighbors. We want to be as considerate as possible and be "good neighbors" as much as possible.

## 17. CONTACT DETAILS

Please contact our office for any questions or correspondence you might have.

Email: [office@402artscollective.org](mailto:office@402artscollective.org)

Main Office Phone: 402-913-1939

Heike Zumdohme, 402 Lesson Studio Program Director

Direct line: (402) 235-4797

Email: [heike@402artscollective.org](mailto:heike@402artscollective.org)

## TERMS

1. The 402 - Short name for the organization's legal name is "The 402 Arts Collective". Other uses refer to the physical location located in the Benson area (6051 Maple Street).
2. The 402 WEST - The causal name of the West Omaha location of our central studio facility which is the location of the main admin office for the Education programs and the 402 Arts Collective in general.
3. 402 AC - This is short for "402 Arts Collective". The 402 AC is the parent organization of the 402 Lesson Studio.
4. Lesson Studio - Program title of the educational branch that encompasses all educational artistic activity offered to the community by the 402 Arts Collective organization. This also includes but is not limited to, group lessons where there is more than one student-to-teacher ratio.
5. Artist Instructor - Sometimes referred to as an "AI", is the term used for all of our teachers within the 402 Arts Collective who have gone through the assimilation process required by The 402 Arts Collective organization. Each instructor is a professional practitioner and is highly qualified in both education and personal experience for their position as an Artist Instructor within The 402 Arts Collective Lesson Studio program.
6. Lessons Service Period - This is the time between the first day of the month and the last day of the month. This signifies the period for four sessions to be scheduled and attended by both the artist instructor and the student. Lesson Services Periods do NOT extend into previous or upcoming months.
7. Makeup Lesson - The term used for a lesson is "credit" given to anyone who needs to reschedule their lesson with 24-hour notice given. \*Make-up lessons offered are limited by the discretion of each instructor.

## 2023-2024 TUITION SUBSCRIPTIONS RATES

<b>Monthly Subscription Plan</b>	<b>RATES</b>
EXPRESS LESSON PLAN <i>(30 min lessons)</i>	\$136.00/month
STANDARD LESSON PLAN <i>(60 min lessons)</i>	\$264.00/month
SIMI-PRIVATE EXPRESS <i>(30 min lesson each week with sibling or friend)</i>	\$88.00/month
SIMI-PRIVATE STANDARD <i>(60 min lesson each week with sibling or friend)</i>	\$170.00/month
GROUP LESSON PLAN <i>(60 min lesson) min 3 students</i>	\$110.00/month
Registration Fee (One Time)	\$30.00
<b>Monthly Flex Plan</b>	
EXPRESS <i>(30 min lessons)</i>	\$39.00 per lesson
STANDARD <i>(60 min lessons)</i>	\$78.00 per lesson

*\*for all students who begin lessons mid-month will be billed a prorated charge.*