

# Jennifer Stomberg Studio Policies (Private lessons)

updated September 2015

*from the Music School policies outlined in the Information Guide:*

**Make-up lessons:** Teachers will offer two alternatives for make-up days before lessons are forfeited.

- All make-up lessons are arranged through the instructor.
- All make-up lessons for student illness will be forfeited upon early withdrawal.
- Two lessons missed by the student without prior notification may result in discontinuance without refund.

**Make-up classes:** Make-up classes will be offered only in the event of teacher cancellation or emergency school closing. Credits in place of a make-up lesson/class will be offered at the sole discretion of the Music School.

## **Emergency School Closing**

If it should become necessary to close the school on a regularly scheduled school day, the Wilmington Branch will post announcements on local radio and TV stations, including WILM 1450 AM, WDEL 1150 AM, WSTW 93.7 FM, WJBR 99.5 FM, KYW 1060 AM and FOX TV 29. Lessons, ensembles or classes missed due to school closing will be made up whenever possible. Arrangements will be communicated to students once classes or lessons can resume.

## ***additional information:***

I will make up all lessons that I cancel for any reason. I do my best to offer many times that you may be available to make these lessons up. If I have offered two different, reasonable options for make-up lessons and you do not claim one of them, I have no obligation to make the lessons up. If you miss a make-up lesson for any reason, it will not be rescheduled. I apologize in advance that I occasionally have to cancel lessons because of my administrative and performance responsibilities. I will give you as much advance notice as possible when this becomes necessary, and all lessons will be made up.

I will make up one lesson per semester that you miss for any reason, including illness, vacation, schedule conflicts. *If you do not give me at least one day's notice that you will be absent, I may not make the lesson up.* I do not make up group classes that you miss, unless I canceled them.

If you must miss a lesson, please give me as much advance notice as possible. ***Please call my cell phone to let me know you won't be there.*** I don't always talk to the front desk, and I may not get the message if you call the school. If you don't call me in advance, the absence will be unexcused and I will not make up the lesson.

## ***Communication:***

Email is by far the best way to communicate with me. My address is [jennifer.stomberg@gmail.com](mailto:jennifer.stomberg@gmail.com) –If information is not in writing, I am likely to forget it. Also, sending me an email will provide you with evidence that you gave it to me, and then we only have one person to blame if the info is mishandled... ME! If I don't respond within a day or two, please email again in case I didn't receive it.

**home: 302-292-8732** – call for questions during the day or evening if an email seems inappropriate.

**cell: 302-740-4655** – call or text me to let me know you'll miss a lesson (the day of.)

**facebook:** I don't friend current students. I will accept requests from parents of students, but I ask that you don't send me lesson-related messages that way (mainly because I forget about them unless they're in my email.)

Most relevant information is posted on my blog: <http://stombergstrings.edublogs.org>. If you have any general schedule, music or policy questions, please check the blog before emailing or calling me.

**Suzuki Students:** please check the Suzuki Academy blog: <http://suzukiacademy.blogspot.com>. There should be a link to my personal blog. You will also find a link to the Suzuki Academy Google calendar on my blog

# VERY IMPORTANT!

Please keep a copy of the Music School's Information Guide handy for questions you have regarding whether the school is open on holidays, when the semester begins or ends, etc. There is a lot of great information in there, and I highly recommend reading it over at least once before the semester begins. You may also find it online at the Music School's website.