

# Kyle Gray Young's Online Studio Policy

Until further notice, all lessons will be conducted virtually for the safety of everybody involved.

## Rates

\$30 per half hour or \$45 per full hour

For recurring lessons, payment will be made for a full month in advance before the start of the month. We can arrange this anytime after the last lesson of the current month. For one-time lessons, payment will be expected at the beginning of the lesson.

## Payment options

- Zelle: [kylegrayyoung@gmail.com](mailto:kylegrayyoung@gmail.com)
- PayPal: [kylegrayyoung@gmail.com](mailto:kylegrayyoung@gmail.com)
- Venmo: @kylegrayyoung



## Guidelines for online lessons

Please be on time. If you can't be on time, text me as soon as you know. If you can't make it to your lesson at all, please let me know by midnight so I don't have to charge you for the scheduled time. I really dislike having to do that. I can be understanding in emergency situations.

Turn your computer on at least 15 minutes before our scheduled lesson time. Sometimes there are updates that need to be installed before you can use your computer. If you wait until the last minute to turn it on, we may waste a good portion of our scheduled time just waiting for your computer to be ready to use.

Prepare your instrument. Tune up, play a scale or two, and make sure everything is in working order. Also make sure to have your books, picks, tablet, capo, tuner, metronome, music stand, and anything else you might need ready and easily available.

Make sure the other members of your household, including your pets, respect your lesson time. It's okay to ask people to be quieter. You're here to learn, this is important. Other people using the same internet connection might have to stop using things like Netflix or online video games if they're causing too much disturbance of your bandwidth. So this doesn't become a problem, make sure you talk to your family so we can schedule something that will work for everybody. This also applies to students who share a computer with others in the house.

Five minutes before the lesson, I'll look for you on Google Hangouts and send you a chat message to see if you're ready to start. Once I hear back from you that you're ready, I will initiate the call at our scheduled start time.

### **Missed lessons & cancellations**

As long as I receive your cancellation before midnight, I will gladly offer a refund for that lesson. You also have the option of trying to reschedule that lesson if I have availability. I can also give you a credit on your account for the next month. The same applies to emergency situations. If there becomes an emergency on a regular basis, we may need to discuss if continuing lessons is feasible. If you are more than 15 minutes late for your lesson it will be canceled. I would highly recommend using a calendar app to keep track of lesson times. I use [Google Calendar](#) to manage all of my lessons.

### **Refunds**

If I have to cancel a lesson for any reason, I will give you a refund. If we experience any technical glitches such as computer failure or internet connectivity problems that prevent us from having a successful lesson, I will also issue a refund for that. Things that are avoidable by turning your computer on in advance, such as system updates as outlined above, do not qualify as technical malfunctions. Please be as prepared as possible. Do not be afraid to ask for computer help if you need it. If you do experience a problem with your computer and/or internet connection, please do not wait until our lesson time to tell me. I'm happy to offer assistance anytime.

### **Contact information**

[kylegrayyoung@gmail.com](mailto:kylegrayyoung@gmail.com)    (320) 428-0306

If you'd like to stay up to date on my musical projects, please keep in touch on social media and via my website: [www.kylegrayyoung.com](http://www.kylegrayyoung.com).

[Instagram](#)   [Facebook](#)   [Twitter](#)

## **Thank you!**

## **Kyle Gray Young**

(Revised August, 2020)