



TERMS OF AGREEMENT & PROTOCOLS

Payment Protocol

#1 – Invoices are normally sent out on the 1st week of the month and no later than the 15th day of the month.

The invoice will only include the upcoming lessons for that calendar month.

(The cost of any cancelled lessons that have already been paid will be deducted from next month's invoice)

#2 – All invoices are due within one month of the day they are sent.

We do not offer payment plans or accept late payments – we reserve the right to remove students/clients from our schedule if no payment is made within this duration.

#3 - We send all invoices via email – we prefer cash payment whenever possible, but we accept payment via invoice, check, Venmo (@Jacob-Freyou), PayPal (@JacobFreyou), or Zelle

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Lesson Protocol

#5 – All lessons are scheduled in increments of 30-mins or 20-mins (the exact duration of the lesson may vary from week-to-week based on completion of assignments, time needed to print assignments, etc.).

Pont Breaux Piano© reserves the right to end all lessons early in cases of emergency, if a student is evidently ill, if a student is exhibiting what we feel is extreme misbehavior, or if a student is so grossly unprepared or ill-equipped as to make teaching for the full duration all but impossible for the teacher.

#6 - If a student has missed half the duration of a lesson AND has not informed the teacher, the teacher reserves the right to label it a missed lesson in our records:

Cancelled lessons are when the teacher and student agree to cancel a lesson ahead of time – these are always refunded, and at least one makeup time will be offered within 30 days. These lessons are marked as “cancelled” in the following month’s invoice.

Missed lessons are when the student fails to inform the teacher before missing a lesson – after which Pont Breaux Piano reserves the right to:

- (A) Choose whether or not to offer a makeup lesson
- (B) Decide whether or not to offer a refund
- (C) Decide after three repeated absences if lessons should continue

#7 – For your protection and that of Pont Breaux Piano, all lessons and teacher/student meetings MUST be under uninterrupted surveillance. We will provide this surveillance for all physical and virtual lessons.

At the studio, please do not leave the waiting area without permission to explore the house, except to use the restroom. Do not enter any of the other rooms, or the backyard without permission.

If you need anything, just feel free to ask.

#8 – Online lessons will be conducted via FaceTime or Skype. Unless stated otherwise, we do not offer online lessons to students under the age of thirteen.

(This is largely due to the difficulty of teaching children online. However, we do make exceptions for makeup lessons)

Parental guardians MUST be present/aware that an online lesson is taking place. For the safety of the student and that of Pont Breaux Piano, we surveil/record all interactions between the student and teacher.

#9 – For young students (normally under 8 years old), we require that a parental guardian or a parental-approved supervisor be in the room for at least the very first lesson. (This is to avoid stress for the child – we highly recommend attending the child's first few lessons until they are fully comfortable with the teacher).

#10 – Please do not interrupt during ongoing lessons when entering the house – no need to ring the bell or knock, just come in and sit in the waiting room if there is a lesson already in session.

#11 – Our lesson hours are from 9am – 7pm on Mondays – Thursdays.

Our available phone hours are from 8am – 8pm, every day except on holidays or vacation.

Please stay off the premises outside of these lesson hours or if you do not have a scheduled meeting. The studio is also our family home, and we reserve the right to privacy at all times outside of these business hours.

#12 – Unless stated otherwise, Pont Breaux Piano is on break from lessons on the following holidays:

New Year's Day
Martin Luther King Day
Mardi Gras
Holy Week (the week from Palm Sunday through Easter Sunday)
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving Weekend (Thursday – Sunday)
Christmas Eve – First Full Week Of January (Reserved for family vacation)

#13 - In the event of any lessons cancelled by the teacher (except emergencies or unexpected events), students or their families' will be given at least two days' notice before the cancellation.

Pont Breaux Piano reserves the right to cancel and refund all future lessons.

Personal Conduct Policy

#14 – In addition to Protocol #12, Pont Breaux Piano also reserves the right (at its own discretion) to immediately suspend lessons indefinitely and to call the parental guardian (or possibly the police) in the event of the following actions by students, or their accompanying family/friends:

- I. *Obscene Behavior (including but not limited to:)*
 - A. *Public Indecency (clothing, or lack thereof)*
 - B. *Foul Language*
 - C. *Violence Of Any Kind (including between family/friends)*
 - D. *Sexual Misconduct (verbal or physical)*
 - E. *Hostility Towards Teacher, Others On Premises, Or Studio Property*
 - F. *Showing Explicit Content On Premises (violent, sexual, foul, or illegal)*

- II. *Theft & Tampering – The taking or altering of anything (within reason) that is not expressly offered as a courtesy by the teacher. This also includes the unauthorized use of any items on the property.*

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- III. *Illegal Guardian – The bringing of a minor on Pont Breaux Piano property or into the lesson space without the expressed permission of the parental guardian.*
- IV. *Disruptive Or Damaging Behavior – Includes intentional or negligible behavior that disrupts lessons or threatens/damages anything/anyone on the property.*
- V. *Illegal Or Obscene Items Brought On The Premises*
- VI. *Unwanted & Repeated Solicitation, Advertising, Trespassing, Loitering, Entering The Property Without An Appointment Or Outside Business Hours*
- VII. *The Entering Into Any Area Of The House Besides The Main Room & Restroom. (The backside of the house is also off-limits, unless told otherwise)*

We only ask you to use common sense and act with good conscience – we're not sticklers for rules, but please be reasonable and responsible!

Our goal is simply to create a safe and pleasant environment for music lessons for students and their families/friends alike. Please ask us if you have any questions regarding these rules.

STUDIO INFORMATION:

The teacher's name is Jacob Freyou.

The studio's address is 204 Van Buren St, Breaux Bridge, LA 70517

Our phone number is (337)-356-5994

Our email address is pontbreauxpiano@gmail.com

Lessons can be paid for via invoice, cash, check, Paypal, Venmo, Zelle.

Please make all checks out to either Pont Breaux Piano or Jacob P. Freyou.

When filing an application for lessons (either through the website, phone, or by email), please give the student's name, parental guardian (if the student's a minor), phone number, email, mailing address, and your preferred lesson time(s).

Minimum age for lessons is typically 5 years old (with the exception of young children with early reading skills, teacher will judge this on a case-by-case basis)

We provide the lesson book – the cost of any purchased materials for the student is added to the invoice and will be listed accordingly.

Lesson hours are from 2pm – 7pm on Mondays thru Thursdays

All makeups must be scheduled and approved by the teacher, normally on Friday



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