

H-MUSIC & ARTS



Student & Family Handbook

2026–2027

Educational programs, school policies, and shared expectations
for students and families.

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Welcome to H-Music & Arts

Welcome to H-Music & Arts!

We are dedicated to providing high-quality music education that supports students at every stage of their musical journey. Through personalized instruction, collaborative learning, and performance opportunities, we encourage students to develop musical skills, creativity, confidence, and a lifelong appreciation for music.

This handbook provides important information about our educational programs, school policies, student responsibilities, and family expectations.

We look forward to building a positive and supportive learning experience together.

CHAPTER 01

About H-Music & Art

1.1 Mission and Educational Philosophy

H-Music & Arts is committed to providing a supportive and engaging environment for music education. We believe that musical development involves technical proficiency, artistic expression, creativity, and consistent practice. Our programs encourage students to develop independence, confidence, and a lifelong appreciation for music.

1.2 Purpose of This Handbook

This handbook outlines the general policies, procedures, and expectations for students and families enrolled at H-Music & Arts. It serves as a reference for understanding academic programs, attendance requirements, tuition policies, student responsibilities, and school operations. Families are encouraged to review this handbook carefully and contact the school with any questions.

1.3 Scope and Applicability

This handbook applies to students enrolled in H-Music programs, including private lessons, group classes, online courses, ensembles, and special programs. Certain programs or off-site activities may have additional requirements communicated separately. Students and families are expected to follow the policies applicable to their enrolled programs.

1.4 School Communication and Contacts

H-Music communicates important information through official email, school announcements, and designated communication platforms. Parents and guardians are responsible for maintaining accurate contact information and reviewing school communications regularly. Questions regarding scheduling, enrollment, or administrative matters should be directed to the school administration.

1.5 Policy Updates

H-Music may review and update school policies to reflect operational, educational, or safety needs. Families will be informed of significant changes through official school communication. Updated policies will include an effective date, and changes affecting existing enrollment agreements will be handled according to the applicable agreement and law.

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CHAPTER 02

Educational Programs

2.1 Private Lessons

H-Music offers private instruction in a variety of musical instruments, voice, and composition. Lessons are tailored to each student's age, experience, goals, and learning pace. Instructors provide individualized guidance in technique, musical understanding, repertoire, and performance preparation.

2.2 Group Lessons & Circle Piano

Group lessons provide students with opportunities to learn collaboratively through structured musical activities and guided instruction. Circle Piano programs incorporate group piano learning, interactive technology, and classroom-based musical experiences. Class placement, enrollment requirements, and schedules may vary depending on the program and students' proficiency levels.

2.3 Online Music Theory

H-Music offers online music theory courses that integrate written theory, sight-singing, and ear training. Students develop their understanding of musical notation, rhythm, harmony, and aural recognition through interactive instruction and exercises. Course levels and placement are determined by students' musical backgrounds and learning needs.

2.4 Ensembles & Choir

H-Music provides ensemble and choir opportunities that encourage collaborative musicianship, listening skills, and performance experience. Students are expected to attend rehearsals regularly, prepare assigned music, and cooperate with fellow performers. Participation requirements and performance opportunities may vary by ensemble.

2.5 Open Classes & Camps

H-Music organizes Insource Open Classes led by its instructors and Outsource Open Classes involving guest educators or external collaborators. These programs provide opportunities for students to explore musical topics, participate in specialized instruction, and learn from different teaching perspectives. H-Music also offers seasonal or special-interest Camps featuring structured musical activities, collaborative learning, and creative experiences. Program schedules, eligibility, enrollment procedures, and fees will be announced separately.

2.6 Program Placement and Prerequisites

Students may be placed in classes based on age, experience, skill level, and instructor recommendations. Certain advanced courses, ensembles, and performance programs may require an assessment or instructor approval. H-Music may recommend a different class or program when necessary to support a student's learning progress.

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CHAPTER 03

Enrollment and Registration

3.1 Trial Lessons and Initial Consultations

New students may request an initial consultation or a trial lesson to explore suitable courses. Trial lessons provide teachers with the opportunity to assess the student's experience, learning goals, and readiness. Availability, fees, and scheduling will be confirmed prior to the lesson.

3.2 Enrollment Requirements

Families must complete the required enrollment process before beginning regular classes. Upon enrollment, families should provide the student's basic information, emergency contact details, and relevant learning needs. Enrollment is subject to program availability and confirmation by H-Music.

3.3 Teacher and Class Assignments

Teacher and class assignments are based on student needs, teacher availability, and course requirements. H-Music aims to tailor instruction to the individual student whenever possible. Changes to assignments may be made when necessary to accommodate scheduling or educational considerations.

3.4 Class Capacity and Waitlists

Group classes may have minimum or maximum enrollment requirements. Students may be placed on a waitlist when a class reaches capacity. H-Music will communicate openings and provide enrollment options to families when available. Tuition for group classes may be subject to minor adjustments based on the specific number of participants.

3.5 Schedule or Teacher Changes

Families wishing to change class times, teachers, or courses should contact the school administration. Requests will be considered based on availability and educational suitability. Students should not independently arrange permanent schedule changes with instructors without administrative confirmation.

3.6 Continuing Enrollment, Pausing, and Withdrawal

Students wishing to continue, temporarily pause, or withdraw from classes should notify the school in accordance with applicable enrollment agreements. Requests for temporary pauses or withdrawals must follow the required notification procedures. Adjustments to tuition and scheduling will be handled according to the school's established policies.

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CHAPTER 04

Tuition and Payment Policies

4.1 Tuition Structure

Tuition fees vary based on the course, format, duration, and enrollment arrangements. Families will receive information regarding applicable tuition fees prior to confirming enrollment. Payment schedules and billing terms will follow the student's enrollment agreement.

4.2 Tuition and Additional Fees

Standard tuition generally covers the instructional services specified for the enrolled course. Additional fees may apply, including but not limited to recital registration fees, video recording fees, examination fees, performance fees, special event fees, or costs for other materials. Families will be informed of any applicable additional fees prior to participation in optional activities.

4.3 Payment Procedures

Tuition payments must be made in accordance with the agreed-upon billing schedule. Families are responsible for maintaining accurate payment information and reviewing billing notifications. Questions regarding invoices or payment arrangements should be directed to the school administration.

4.4 Overdue or Unsuccessful Payments

Families will be notified if a scheduled payment is unsuccessful or overdue. Outstanding balances must be settled promptly to avoid affecting enrollment status. Any applicable late fees or restrictions related to enrollment will be subject to the terms outlined in the enrollment agreement.

4.5 Withdrawal and Refunds

Families wishing to withdraw must notify H-Music through the designated administrative procedures. Refunds, tuition credits, and the handling of remaining balances will be determined in accordance with the applicable enrollment agreement.

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CHAPTER 05

Attendance and Make-Up Lessons

5.1 Attendance and Punctuality

Students should attend regularly, arrive on time, and be ready to begin at the scheduled start time. Late arrival may shorten the lesson; the scheduled end time remains unchanged unless the instructor confirms otherwise. Families should promptly notify the school administration of delays or attendance concerns.

5.2 Advance Notice and Cancellation Requests

Families must notify the school administration more than 24 hours before the scheduled lesson start time to avoid a last-minute cancellation (LMC) fee. Send the student's name, lesson date and time, and reason through an official school communication channel; use the scheduled start time to calculate the notice period. A message sent only to the teacher does not replace administrative notification. Advance notice allows alternative arrangements to be considered but does not guarantee a make-up lesson or refund.

5.3 Last-Minute Cancellation Fees and Emergencies

Cancellations received 24 hours or less before the lesson, and missed lessons without notice, are treated as LMCs. The fee for each missed private lesson is \$30 for 30 minutes, \$45 for 45 minutes, or \$60 for 60 minutes. This is the charge for that missed lesson; the regular lesson fee is not charged in addition to the LMC fee. For illness or a family emergency, notify the administration as soon as possible; the school will review any fee exception individually, and a waiver is not automatic. Group class and choir absence arrangements follow Section 5.5 and the applicable program policy.

5.4 Private Lesson Make-Up Arrangements

Make-up requests must be coordinated through the school administration and depend on the attendance policy and instructor availability. If an instructor has extra time and chooses to offer a complimentary make-up lesson, that decision rests with the instructor; free make-ups are not guaranteed. The time and format must be confirmed before attendance, and families should not assume a regular or recurring entitlement to free make-ups. A complimentary make-up does not automatically cancel an LMC fee; any fee exception is determined by the school under Section 5.3.

5.5 Group Class and Choir Absences

Group classes, choir rehearsals, and ensemble rehearsals follow a fixed schedule; individual make-ups may not be available. Families should report absences promptly and review any program-specific attendance or cancellation terms. Students remain responsible for assigned materials and rehearsal preparation. Repeated absences or missed mandatory rehearsals may affect performance participation.

5.6 Instructor Absences and School Cancellations

If an instructor is unavailable or the school cancels a lesson, H-Music will notify affected families and confirm an alternative, such as a substitute instructor, rescheduling, or a tuition credit. Families are not charged an LMC fee for a cancellation initiated by the instructor or school. School-wide closures and schedule changes will be communicated through official channels.

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CHAPTER 06

Academic Expectations and Student Development

6.1 Lesson Preparation

Students are expected to arrive prepared with their instruments, sheet music, textbooks, and other required materials. Instructors may assign specific exercises or repertoire to support continued progress. Proper preparation helps students make effective use of instructional time.

6.2 Practice Expectations

Consistent practice is an important part of musical development. Students should follow their instructors' recommendations regarding practice frequency, duration, and learning objectives. Parents are encouraged to support age-appropriate practice routines at home.

6.3 Student Progress and Feedback

Instructors regularly observe students' technical development, musical understanding, and overall progress. Feedback may be provided through lessons, informal assessments, or parent-teacher communication. Families may contact instructors or the school administration to discuss learning goals and progress.

6.4 Assessments and Level Advancement

Students may participate in evaluations, examinations, or performance assessments appropriate to their programs. Advancement recommendations are based on musical readiness, technical proficiency, and instructor judgment. Participation in external examinations or competitions may involve additional registration requirements and fees.

6.5 Academic Support and Improvement

Students experiencing learning difficulties may receive additional guidance or adjusted learning goals. Instructors may recommend changes to repertoire, practice routines, or lesson structure. H-Music encourages communication between families and instructors to support students' continued development.

6.6 Advanced Study and Special Projects

Advanced students may pursue specialized musical projects, independent study, or additional performance opportunities with instructor approval. Project requirements, scheduling, and instructional arrangements will be determined individually. Additional tuition or participation fees may apply.

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CHAPTER 07

Performances and Special Events

7.1 Performance Opportunities

H-Music organizes recitals, concerts, ensemble performances, and other musical events throughout the year. These events provide students with opportunities to develop self-confidence, stage experience, and collaborative skills. Participation requirements may vary by event.

7.2 Performance Registration

Students interested in performing must follow the published registration procedures and meet deadlines, usually one week prior to the performance. Certain events may require instructor approval, auditions, or additional preparation. Once participation is confirmed, students and families are expected to adhere to the event's requirements and schedule.

7.3 Rehearsals and Performance Preparation

Students participating in ensembles or scheduled performances are expected to attend designated rehearsals and prepare their assigned repertoire. Instructors or the Music Director may assess preparedness prior to the event. Students who are insufficiently prepared or miss mandatory rehearsals may be asked to modify their participation or withdraw from the performance.

7.4 Performance Attire and Stage Etiquette

Students must adhere to the dress code specified for each performance. Performers are expected to arrive on time, follow stage instructions, and demonstrate respectful behavior toward fellow musicians and audience members. Proper stage etiquette contributes to a professional and positive performance experience.

7.5 Open Lessons and Masterclasses

Open lessons and masterclasses offer additional learning opportunities beyond regular instruction. Students may participate as performers or observers, depending on the program format and eligibility requirements. Information regarding registration, preparation expectations, and participation fees will be provided in advance.

7.6 Camps, Festivals, and Travel Programs

H-Music organizes educational camps, music festivals, competitions, and performance-related travel opportunities on a seasonal basis. These events may require separate registration, payment, parental consent, and compliance with event-specific rules. Details regarding schedules, supervision arrangements, cancellation policies, and participation requirements will be provided prior to registration.

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CHAPTER 08

Student and Parent Conduct

8.1 Respectful Behavior

H-Music is committed to maintaining a respectful and supportive learning environment. Students, families, instructors, and staff are expected to treat one another with courtesy and professionalism. Bullying, harassment, discrimination, and threatening behavior will not be tolerated.

8.2 Classroom Behavior

Students are expected to follow the instructor's directions and participate appropriately in lessons. Disruptive behavior that interferes with instruction or the learning of other students may require intervention. Instructors may communicate with parents or school administration when additional support is needed.

8.3 Electronic Devices

Personal electronic devices should not interfere with lessons, rehearsals, or performances. Devices may be used for educational purposes when authorized by the instructor. Students must obtain permission before recording lessons, instructors, or other students.

8.4 Parental Observation and Participation

Depending on the student's age, the lesson format, and the instructor's recommendations, parents may be permitted to observe. Parents attending lessons should respect the instructional process and avoid unnecessary interruptions. Observation arrangements should be coordinated with the instructor or school administration.

8.5 Behavioral Issues and Resolutions

H-Music encourages families to communicate concerns in a timely and respectful manner. Behavioral issues may be addressed through discussion, parent meetings, or agreed-upon improvement plans. Serious or repeated infractions may result in restrictions on participation or a review of enrollment.

8.6 Suspension or Termination of Enrollment

H-Music may review a student's enrollment in the event of significant behavioral, safety, or policy issues. Where appropriate, families will be informed of the concerns and given the opportunity to discuss potential solutions. Decisions regarding suspension or termination will take into account the specific circumstances, applicable protocols, and student safety.

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CHAPTER 09

Student Safety and Supervision

9.1 Student Supervision

H-Music is committed to maintaining a safe learning environment during scheduled instructional activities. Teachers are responsible for supervising students during designated lessons, while parents or guardians retain responsibility for supervision outside of these scheduled instructional times. Families should ensure students arrive and depart in accordance with school procedures.

9.2 Drop-Off and Pick-Up

Parents and guardians are responsible for arranging timely drop-off and pick-up of students. Students requiring adult supervision should not be left unattended before or after scheduled lessons.

9.3 Visitors and Siblings

Visitors and accompanying family members must adhere to school guidelines while on the premises. Parents remain responsible for supervising siblings and other children not participating in scheduled activities. Access to teaching areas may be restricted to prevent disruptions or safety issues.

9.4 Student Health and Emergency Contacts

Families must provide accurate emergency contact information and inform the school of relevant health conditions or accessibility needs. Students who are ill and pose a potential health risk to others should remain at home. In an emergency, H-Music will take reasonable steps to assist the student and contact parents, guardians, or emergency services, as appropriate.

9.5 Off-Site and Online Instruction

Students attending lessons at partner schools, community facilities, or other approved locations must follow the rules applicable to those sites. Supervision and drop-off/pick-up responsibilities will be determined by the specific program arrangements. For online lessons, families are responsible for providing a suitable learning environment, necessary equipment, and age-appropriate supervision.

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CHAPTER 10

Facilities and Equipment

10.1 Classroom Use

H-Music classrooms are designated for scheduled lessons, rehearsals, and approved school activities. Students should enter the classrooms according to their scheduled lesson times and instructor directions. Classroom activities may vary based on school operations and availability.

10.2 Practice Room Availability

Students wishing to use H-Music facilities for additional practice must obtain permission from the school administration. Practice room availability depends on existing lesson schedules and facility requirements. Unauthorized use of classrooms or instruments is prohibited.

10.3 Instruments and Educational Equipment

Students should use school instruments, pianos, music stands, computers, and other educational equipment with care. Equipment must be used in accordance with instructor directions and its intended educational purpose. Students should immediately report any damaged or malfunctioning equipment.

10.4 Food, Drink, and Cleanliness

Students and families should keep classrooms and common areas clean. Food and drinks should be kept away from instruments and electronic equipment. Personal belongings and trash must be removed after each lesson or activity.

10.5 Equipment Damage and Repairs

Students and families should immediately report any accidental damage to school property. H-Music will review incidents involving damage to instruments, equipment, or facilities. Responsibility for repair or replacement costs will be determined based on the circumstances and applicable protocols.

10.6 Personal Property and Off-Site Facilities

Students are responsible for bringing and safeguarding their own personal instruments, music materials, and belongings. Except where required by applicable law, H-Music is not liable for unattended personal property. Students participating in off-site programs must also comply with the facility rules established by the hosting organization.

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CHAPTER 11

Communication and School Policies

11.1 Official Announcements and Calendar

H-Music shares program updates, holidays, performances, and important dates through official communication channels. Families are encouraged to review announcements and calendar information regularly. Schedule changes will be communicated as early as reasonably possible.

11.2 Teacher and Administration Communication

Questions about repertoire, practice, and student progress may be directed to the student's instructor. Matters involving tuition, enrollment, scheduling, or school policies should be directed to the school administration. Program-related concerns may also be referred to the Music Director when appropriate.

11.3 Communication Expectations

Families and staff are expected to communicate respectfully and professionally. Messages should be sent through approved communication channels, and reasonable response time should be allowed. Urgent scheduling or safety matters should be directed to the appropriate school contact.

11.4 Feedback and Concerns

H-Music welcomes constructive feedback from students and families. Concerns should first be discussed with the appropriate instructor or administrator whenever possible. Unresolved matters may be referred to school leadership for further review.

11.5 Policy and Schedule Changes

H-Music may adjust class schedules, instructional arrangements, or operational procedures when necessary. Families will be informed of changes that materially affect their enrolled programs. Changes to tuition or other contractual terms will be handled according to applicable enrollment agreements and legal requirements.

11.6 Special Requests and Approvals

Requests for exceptions to standard school procedures should be submitted to the school administration. Approval depends on the circumstances, program requirements, and school resources. Families should obtain confirmation before relying on special arrangements.

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CHAPTER 12

Privacy, Media, and Handbook Acknowledgment

12.1 Student Information

H-Music collects student and family information for enrollment, communication, billing, and educational administration. Information will be handled according to applicable privacy requirements and school procedures. Families should notify the administration when contact or emergency details change.

12.2 Lesson Video and Audio Recordings

Before recording a lesson, obtain the instructor's permission and authorization from any identifiable participants or, for minors, their parent or guardian. Confirm the recording's purpose, who may access it, and how it will be shared. Recordings for private learning must not be posted publicly, forwarded to others, or reused for promotion without separate permission. Students and families must not record other students or instructors secretly.

12.3 Photography, Video, and Public Media Use

H-Music will obtain written media authorization from an adult student or a minor student's parent or guardian before publicly using identifiable student photographs, video, voice, or performances. The authorization should specify permitted material, purpose, and channels, such as the school website, social media, or printed publicity. Permission for private educational recording does not authorize promotional use, and permission to use an image does not automatically authorize publication of a student's full name. Families may decline optional promotional use without affecting regular lesson enrollment and should notify the school before an event if recording restrictions are needed.

Privacy and Media Continued

12.4 Third-Party Learning Platforms

Some programs use online learning platforms or music applications. Families will receive information about required platforms and their participation arrangements. Review the provider's terms and privacy information, and do not share classroom recordings or access links outside the authorized group.

12.5 Consent, Changes, and Withdrawal

Media preferences must be recorded separately from general handbook acknowledgment; no response is not consent. Families may contact the administration in writing to change or withdraw authorization for future use, and the school will confirm the updated preference. Withdrawal does not automatically recall printed materials or third-party copies already distributed; requests concerning existing school-controlled online posts should identify the material for review. Off-site activities and special events may require separate authorization.

12.6 Handbook Acknowledgment

By signing below, the parent or guardian confirms receipt and review of this handbook, including attendance expectations and the LMC fee schedule in Section 5.3. This signature alone does not grant photography, video, audio, or promotional permission. Questions about policies or media preferences should be addressed to the administration before signing.

Student Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

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CHAPTER 13

Practice Journal and Guidance

13.1 Using Your Practice Journal

Keep a notebook or digital practice journal for lesson assignments, teacher feedback, and questions. After each lesson, record the assigned pieces, exercises, and specific goals, including any suggested tempo or practice method. Bring the journal to each lesson so your instructor can review your work and help plan the next steps.

13.2 Building a Consistent Routine

Choose regular practice times and a quiet space with your instrument, music, and materials ready. Follow your instructor's guidance on practice length and frequency, adapting the routine to your age, level, and schedule. Begin with a clear goal and use focused sessions with short breaks when needed.

13.3 Practicing in Small Steps

Start with a gentle warm-up or technical exercise recommended by your instructor. Divide challenging music into short sections and work slowly enough to maintain accurate notes, rhythm, and comfortable movement. Repeat a section with a specific purpose, then connect it to the surrounding music and gradually increase the tempo as control improves.

13.4 Listening, Rhythm, and Musical Expression

Count or clap difficult rhythms before playing, and use a metronome when recommended by your instructor. Listen for tone, balance, phrasing, and dynamics as well as correct notes. Singing a phrase or listening to an instructor-approved recording can help you understand the musical shape before returning to the instrument.

13.5 Tracking Progress and Asking for Help

Record what you practiced, what improved, and what still needs attention. Mark difficult passages and bring specific questions to your next lesson rather than repeating an unsuccessful approach without adjustment. If you feel pain or persistent discomfort, stop and tell your instructor and parent or guardian before continuing.

13.6 Weekly Reflection and Family Support

At the end of each week, review your journal and identify one improvement and one goal for the next week. Parents and guardians can support younger students by helping establish routines, checking assignments, and encouraging steady effort. Share obstacles with the instructor so practice plans can be adjusted to the student's needs.

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