

THE M.A.D. HOUSE

Handbook & Policies



THE M.A.D. HOUSE

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THE M.A.D. HOUSE STUDIO POLICIES

The Vocal Laboratory Membership

Welcome to The MADNESS!! I am so excited to have you join us here at The M.A.D. House. I can't wait to get started, sink our teeth into making some amazing sounds, and help you grow your confidence.

The Vocal Laboratory Membership operates on a tuition-based annual package. This package saves you from worrying about cancelled and rescheduled lessons, as they are already built in!

YOUR TUTION

WHAT'S INCLUDED

- Focused vocal technique training in the genres you love.
- Emphasis on developing your chosen repertoire.
- Cross-training in various genres to build versatility and balance.
- Strengthening your performance skills.
- Building musicianship.
- Developing your unique sound.
- Personalized Performance Coaching to elevate your performances and build a resilient mindset.
- Opportunities to shine in student performances.
- Access to studio workshops and masterclasses.
- 34 personalized 45-minute sessions.
- 5 possible bonus lessons.
- A singing essentials kit to keep your voice in top shape.
- Sheet music and backing tracks for up to 10 songs.

WHAT'S NOT INCLUDED

- Fees for festivals or examinations.
- Music books, and accompanist fees.

AN IMPORTANT NOTE ON CANCELLATIONS, RESCHEDULES, AND TUITION

There are no make-up lessons for cancelled or missed sessions.

Think of it this way: you're not just paying for studio time; you're investing in your awesome self and your dreams. Success isn't just about our weekly meetings—it's a team effort, both during and between our sessions.

Your weekly sessions are our secret sauce for reaching your goals and making magic happen. Keeping up with regular attendance helps us stay on track and rock those objectives together!

If you need to miss a lesson, no stress—just let us know through Acuity or email the studio directly. Your tuition is always working its magic for you!

I'm busy behind the scenes with exciting tasks like repertoire research, purchasing materials, and professional development. Because this ongoing work supports your progress, your instalment remains the same whether or not we have a scheduled lesson.

AN IMPORTANT NOTE ABOUT THE NUMBER OF TUITION WEEKS SCHEDULED

Students are scheduled for 39 lessons instead of the standard 34. The additional 5 bonus weeks are exactly that—a BONUS!! This means if either of us needs to miss a lesson, there's no need for rescheduling or make-ups.

Bonus weeks are for BOTH of us. Whether it's an emergency, illness, or a conflict on my end, these extra weeks are here to cover those situations.

The concept of bonus weeks might be new, so here are some ways you can use them:

- Unavoidable conflicts with lesson times (appointments, jury duty, last-minute auditions, etc.)
- Last-minute conflicts or illness that prevent you from choosing an online session
- Holidays at times other than when the studio is closed (like during the summer session)

If we both have perfect attendance, hooray—we get a few extra lessons during your membership!

WHAT HAPPENS IF YOU, THE STUDENT, MISS MORE THAN 5 SESSIONS?

If you miss more than 5 lessons and do not reschedule them within 24 hours through Acuity, those lessons will be forfeited. There are no guaranteed make-ups with this package. However, if you cancel a lesson through Acuity with at least 24 hours' notice, you may reschedule it if a time slot is available. Rescheduled spots are on a first-come, first-served basis and become available when other students cancel.

Please note that bonus weeks do not accrue or carry over beyond the end of the contract.

IMPORTANT STUDIO DATES

Studio tuition is inclusive of a year from your sign-up date. The studio will be open for 39 weeks during this time frame.

The M.A.D. House Studio will be closed on the following dates:

- Birthday Week: Sunday 22nd September - Sunday 29th September, 2024
- Halloween: Monday 28th October - Sunday 3rd November, 2024
- Winter Break: Friday 20th December, 2024 - Sunday 5th January, 2025
- Easter Break: Monday 14th April - Sunday 27th April, 2025
- Early Summer: Monday 23rd June - Sunday 29th June, 2025
- Summer Break: Monday 4th August - Sunday 31st August, 2025

In addition to these dates, a few additional closures are yet to be confirmed (TBC).

COMMUNICATION

- **Best Way to Contact: Email.**
- **Urgent Matters: Call AND text on 07-545-929-882.**

All correspondence is sent out by email. It is the student/parent's responsibility to update contact details. The teacher will not be responsible for missed communications due to incorrect contact information.

PAYMENT POLICIES

TUITION PAYMENT OPTIONS

Option 1: Two Payments

- First Payment: Due on the start date of the program.
- Second Payment: Due 6 months from the start date of the program.

Option 2: Twelve Monthly Instalments

- First Payment: Due on the start date of the program.
- Subsequent Payments: Due on the same date each month for the next 11 months.

AUTOPAY

Payments will be automatically deducted from your account based on the payment plan you choose. Option 1, you'll get an email reminder 20 days in advance of your next payment being processed. Option 2, you'll receive an email reminder one week before each payment is processed. This system reduces administrative work for both of us and ensures you don't need to worry about missing payments.

LATE PAYMENTS AND INSUFFICIENT FUNDS

If a payment is late or fails due to insufficient funds, and the studio needs to follow up, a £30 admin fee will be charged in addition to your membership fees. Lessons will be paused until your account is current, and repeated issues may result in your time being released. Any recovery of fees will be subject to UK late payment legislation and may affect your credit rating.

ACCEPTED PAYMENT METHODS

Payments are processed through Stripe via the Acuity scheduling system. Your payment information is secure and encrypted; The M.A.D. House does not have access to your card or bank details.

REFUNDS

All payments are non-refundable.

INTERNATIONAL PAYMENTS

If you are outside the UK, please be aware that additional service charges may apply.

IN PERSON LESSONS

Lessons are available in-person at The M.A.D. House Studio, online via Zoom/FarPlay, or a combination of the two.

STUDIO ADDRESS

The M.A.D. House Studio
0/1, 151 Paisley Road West, Glasgow, G51 1JQ
(Ring buzzer 0/1)

SHOW UP LIKE A PRO

Please arrive no more than 5 minutes before your lesson (our studio doesn't have a waiting room). Arrange for a pick-up right after your session so you don't turn into a pumpkin!

If you're fashionably late, no worries—just remember, your lesson won't stretch into overtime. A quick text or email letting us know you're on your way is always appreciated. We love a good heads-up!

PARKING

Free street parking is available on Sussex Street.

ONLINE LESSONS

Zoom/FarPlay lessons may not be your primary way of studying with the studio; however, there will be times when they will be a preferred or necessary alternative to an in-person session.

MAKE USE OF AN ONLINE LESSON WHEN:

- Inclement weather prevents travel.
- You are sick and would like a 'no-singing' lesson.
- You have time for your lesson but don't have time to get to the studio.
- You are sick but well enough to sing.
- Your usual ride can't get you to or from the studio.

Occasionally we may have tech issues with Zoom/Farplay. We'll establish a backup lesson platform together and, failing that, a phone lesson or an asynchronous lesson will be substituted.

SICKNESS- IN PERSON AND ONLINE

ILLNESS

Please do NOT attend in-person sessions if you have any symptoms of a contagious illness (e.g., cold, flu, sore throat, sneezing, coughing, sniffles, gastro symptoms, etc.). Online sessions are available as an alternative.

If you come to a session with symptoms, I reserve the right to turn you away. In this case, no refund or make-up lesson will be provided; the session will be forfeited.

This policy is designed to protect the health and safety of both myself and other clients who may use the studio afterward.

REST AND RECOVER

If you are run down and need time to recoup, use our lesson time to do so. If you're burnt out, please take the time off. I'll be here when you're ready. Use your lesson time to take a nap, steam, do some gentle vocal exercises, or, if needed, go and see a GP.

ONLINE VS. IN STUDIO NEEDS

IN STUDIO

Bring along a pencil, eraser, recording device (your phone works great, or I can record and send lessons), sheet music, a folder or notebook, a water bottle, and of course, your fabulous self.

ONLINE

For the best experience, use a laptop, computer, or tablet, and have another device ready to play your music or backing tracks—THIS IS A MUST! Ensure you have a solid internet connection, preferably wired/ethernet rather than Wi-Fi. If you have an external mic, please use it to enhance the sound quality.

Online sessions will be conducted via Zoom/FarPlay. Instructions for using these platforms will be sent to you before your online lesson.

LESSON DURATION

Our lessons are like a musical rollercoaster—they might go the full duration minutes, or sometimes wrap up early. I'll always keep your entire lesson slot open for you, but let's stay flexible. If you're zoning out or hitting a mental brick wall, there's no point in dragging it out. Likewise, we won't cut things short just before hitting that big, glorious note. We'll make the most of our time together, however it unfolds!

DISCLAIMER

It's important to note that while I'll do everything I can to help you reach your goals, there are no guarantees. Careful, intentional, and regular practice is a prerequisite for success in anything. If you don't put in the work, you won't see the results. I'm here to guide you and give you the necessary tools to make your dreams a reality, not to do the work for you.

PRACTICE GUIDELINES

- Take Notes - Read them and, even better, put them into practice.
- Listen to recordings - It can be a bit weird hearing yourself on a recording, but it's the best way to understand what you really sound like. Use these recordings to reinforce your learning and track your progress.
- Practice Regularly: Practice makes progress! I won't scold you if you miss a practice session, but if you're here to sing and have fun without making strides, our 1:1 lessons might not be the best fit. Our group classes could be a great alternative for more casual singing. We value growth and want you to learn, make mistakes, and advance rather than staying in one place.
- Focus: No need to turn into a practice machine. Just 10 minutes a day or a few times a week can do wonders. It's all about consistency, not marathon sessions!
- Comfortable Space: Find a cozy corner at home where you can belt it out without fear. If your confidence or space is holding you back, give me a shout. We can work on quiet exercises to keep you rocking and rolling.

STUDENT'S RESPONSIBILITIES

- Preparation: Show up with music/material and an idea of what you want to work on or the direction you want the lesson to take. If online, send material to me in advance.
- Goal-setting: Reflect on your goals, and if possible, work on the tasks we've agreed to between sessions.
- Respect: Treat the studio with care—avoid any unintentional damage. Also, be considerate of Roxy and your fellow students.
- Cell Phones: Silence your phone and put it away, unless you're using it to record our lesson.
- Confidentiality: Do not share M.A.D. House documents, videos, or footage. What works for you might not work for someone else.
- Share and Celebrate: Keep me in the loop about your auditions or shows so we can come to cheer you on!

LESSON RECORDINGS AND SOCIAL MEDIA

Feel free to record your lessons and performances during class time, but please keep these private. If you're thinking about sharing anything on social media, make sure to cut out any of my comments or feedback and get my okay before posting. There are a couple of reasons for this: first, you're paying for my expertise, not the opinions of your entire social media feed. Second, the advice I give is tailored to you and may not be suitable for everyone, so we want to avoid any mix-ups that could lead to voice issues.

If I'd like to share a video of you being amazing, I'll ask for your permission first and make sure you're on board. Anything shared during our sessions stays between us unless you've given me the thumbs-up to share it.

GENERAL DATA PROTECTION REGULATION

All information, both verbal and written, acquired for the purpose of lessons will be held in the strictest confidence and will not be made available to any third party without prior consent.

PARENTS/CAREGIVERS

It is of utmost importance that anyone I work with feels able to be open and honest with me. This can sometimes cause a tricky dynamic. I don't send reports or write notes for parents detailing our lessons—I assume that you and your child are able to openly share. During lesson swap-over, I am happy to briefly recap with the student on what we focused on for that lesson. All other communication is done via email. If the three of us need to chat, we'll jump on a quick Zoom call and have a team meeting.

POLICY UPDATES

We reserve the right to update or modify this policy at any time without prior notice. Any updated versions will be provided to all current students. Your continued use of the studio following any changes constitutes your agreement with all posted policy updates. You may access the most current Studio Policies by requesting them via email from the studio.

DISCONTINUING LESSONS

The annual tuition is a complete package that encompasses all the services and benefits mentioned. Unlike a gym membership or pay-as-you-go classes, we don't offer pauses or discounts for absences. Your spot is reserved for you, and I'll keep working behind the scenes to ensure your musical journey continues seamlessly.

By agreeing to this contract, you understand that you are committing to the full annual tuition, regardless of attendance.

CHANGE OF CIRCUMSTANCES

If your circumstances change (health, moving away, changing jobs, etc.) please contact me to discuss options for your tuition arrangement.

**NOW THAT YOU'VE REVIEWED THE STUDIO POLICIES,
CLICK THE BUTTON BELOW TO CONFIRM YOUR AGREEMENT.**

