

Hampstead Piano Lessons – Studio Policy 2021/2022

Valid from September 1st 2021 until new updates

Teaching

Cettina's Piano Studio strives to provide the best music education by combining different teaching methods, activities and technologies. Having studied in reknown conservatoires and academies, such as Accademia di Santa Cecilia in Rome and Guildhall School of Music and Drama in London, Cettina holds high-level qualifications in both piano performance and pedagogy in performing arts.

Lessons are held either online via Zoom or in person at the studio, which provides a Yamaha GB1 baby-grand and a Yamaha P115 digital piano.

Scheduling

The teacher undertakes to provide the student with a weekly lesson in a specifically agreed slot. The individual piano lessons are 30, 45 or 60 minutes long and available for students of all ages and levels. It is also possible to book group lessons for preschoolers* (3 participants aged 3-5) and music theory lessons. Both these kinds of sessions are 45 minutes long.

Payments

The tuition rates are £31.50 per half an hour lesson, £42.00 per 45-minutes lesson and £52.50 per full hour lesson. In the case of group lessons, the tuition rate is £21.00 per student.

After the first introductory lesson, the piano sessions are booked in sets of 5 or 10 units and paid in advance. A 10% discount is offered the first time a set of 10 lessons is booked.

The payments may be made either via bank transfer or credit card one week in advance. Students will receive an automatic renewal-invoice on the 5th or 10th week, depending on the set chosen, unless they previously give different instructions (e.g. to stop the lessons, to switch to a set of 10 or 5 units etc.). Payments are not refundable nor transferable.

Cancellations

The trial lesson can be cancelled free of charge if a 48 hours notice is given.

After the trial lesson, a cancelled lesson may be charged and rescheduling** may or may not be offered depending on the length of the notice given. The cancellation policy is summarised below.

- cancellation notice 7 days before the lesson: no charge and optional rescheduling**.
- cancellation notice of at least 24 hours before the lesson: rescheduling** is offered and the weekly lesson is charged. In case of group lessons no rescheduling is offered.
- cancellation notice of less than 24 hours before the lesson: the lesson is charged and no rescheduling is offered.

If the teacher has to cancel a lesson due to sickness or holiday breaks, she commits to giving you notice as soon as possible. In this case, the missed lesson is, of course, free of charge.

*Subject to availability.

**Rescheduling is offered during the half-term dates (see Calendar).

Calendar

Term and holiday dates 2021 to 2022

Autumn term 2021

Wednesday 6 September to Friday 17 December 2021

Half-term: Monday 25 October to Friday 29 October 2021

Christmas break: Monday 20 December 2021 to Monday 3 January 2022

Spring term 2022

Tuesday 4 January to Friday 1 April 2022

Half-term: Monday 14 February to Friday 18 February 2022

Easter/spring holiday: Monday 4 April to Monday 18 April 2022. (Including Good Friday, 15 April, and Easter Monday, 18 April)

Summer term 2022

Tuesday 19 April to Friday 22 July 2022

Early May Bank Holiday: Monday 2 May 2022

Half-term: Monday 30 May to Friday 3 June 2022. (Including Spring Bank Holiday 2 June, Jubilee bank holiday 3 June)

Public Holidays

Christmas Day - Saturday 25 December 2021 (Monday 27 substitute day)

Boxing Day - Sunday 26 December 2021 (Tuesday 28 substitute day)

New Year's Day - Saturday 1 January 2022 (Monday 3 substitute day)

Good Friday - Friday 15 April 2022

Easter Monday - Monday 18 April 2022

May Day Bank Holiday - Monday 2 May 2022

Spring Bank Holiday - Thursday 2 June 2022 (date changed to celebrate the Queen's Platinum Jubilee)

Jubilee Bank Holiday - Friday 3 June 2022 (additional bank holiday for the Queen's Platinum Jubilee)

August Bank Holiday - Monday 29 August 2022

| 2021 | | | | | 2022 |
|------------------------|-----------|---------|----------|----------------------|---------------------|
| August | September | October | November | December | January |
| 1 Su | 1 We | 1 Fr | 1 Mo | 1 We | 1 Sa New Year's Day |
| 2 Mo | 2 Th | 2 Sa | 2 Tu | 2 Th | 2 Su |
| 3 Tu | 3 Fr | 3 Su | 3 We | 3 Fr | 3 Mo Substitute day |
| 4 We | 4 Sa | 4 Mo | 4 Th | 4 Sa | 4 Tu |
| 5 Th | 5 Su | 5 Tu | 5 Fr | 5 Su | 5 We |
| 6 Fr | 6 Mo | 6 We | 6 Sa | 6 Mo | 6 Th |
| 7 Sa | 7 Tu | 7 Th | 7 Su | 7 Tu | 7 Fr |
| 8 Su | 8 We | 8 Fr | 8 Mo | 8 We | 8 Sa |
| 9 Mo | 9 Th | 9 Sa | 9 Tu | 9 Th | 9 Su |
| 10 Tu | 10 Fr | 10 Su | 10 We | 10 Fr | 10 Mo |
| 11 We | 11 Sa | 11 Mo | 11 Th | 11 Sa | 11 Tu |
| 12 Th | 12 Su | 12 Tu | 12 Fr | 12 Su | 12 We |
| 13 Fr | 13 Mo | 13 We | 13 Sa | 13 Mo | 13 Th |
| 14 Sa | 14 Tu | 14 Th | 14 Su | 14 Tu | 14 Fr |
| 15 Su | 15 We | 15 Fr | 15 Mo | 15 We | 15 Sa |
| 16 Mo | 16 Th | 16 Sa | 16 Tu | 16 Th | 16 Su |
| 17 Tu | 17 Fr | 17 Su | 17 We | 17 Fr | 17 Mo |
| 18 We | 18 Sa | 18 Mo | 18 Th | 18 Sa | 18 Tu |
| 19 Th | 19 Su | 19 Tu | 19 Fr | 19 Su | 19 We |
| 20 Fr | 20 Mo | 20 We | 20 Sa | 20 Mo | 20 Th |
| 21 Sa | 21 Tu | 21 Th | 21 Su | 21 Tu | 21 Fr |
| 22 Su | 22 We | 22 Fr | 22 Mo | 22 We | 22 Sa |
| 23 Mo | 23 Th | 23 Sa | 23 Tu | 23 Th | 23 Su |
| 24 Tu | 24 Fr | 24 Su | 24 We | 24 Fr | 24 Mo |
| 25 We | 25 Sa | 25 Mo | 25 Th | 25 Sa Christmas Day | 25 Tu |
| 26 Th | 26 Su | 26 Tu | 26 Fr | 26 Su Boxing Day | 26 We |
| 27 Fr | 27 Mo | 27 We | 27 Sa | 27 Mo Substitute day | 27 Th |
| 28 Sa | 28 Tu | 28 Th | 28 Su | 28 Tu Substitute day | 28 Fr |
| 29 Su | 29 We | 29 Fr | 29 Mo | 29 We | 29 Sa |
| 30 Mo August Bank Hol. | 30 Th | 30 Sa | 30 Tu | 30 Th | 30 Su |
| 31 Tu | | 31 Su | | 31 Fr | 31 Mo |

| 2022 | | | | | |
|----------|-------|---------------------|------------------------|-----------------------|-------|
| February | March | April | May | June | July |
| 1 Tu | 1 Tu | 1 Fr | 1 Su | 1 We | 1 Fr |
| 2 We | 2 We | 2 Sa | 2 Mo Early May B. Hol. | 2 Th Spring Bank Hol. | 2 Sa |
| 3 Th | 3 Th | 3 Su | 3 Tu | 3 Fr Platinum Jubilee | 3 Su |
| 4 Fr | 4 Fr | 4 Mo | 4 We | 4 Sa | 4 Mo |
| 5 Sa | 5 Sa | 5 Tu | 5 Th | 5 Su | 5 Tu |
| 6 Su | 6 Su | 6 We | 6 Fr | 6 Mo | 6 We |
| 7 Mo | 7 Mo | 7 Th | 7 Sa | 7 Tu | 7 Th |
| 8 Tu | 8 Tu | 8 Fr | 8 Su | 8 We | 8 Fr |
| 9 We | 9 We | 9 Sa | 9 Mo | 9 Th | 9 Sa |
| 10 Th | 10 Th | 10 Su | 10 Tu | 10 Fr | 10 Su |
| 11 Fr | 11 Fr | 11 Mo | 11 We | 11 Sa | 11 Mo |
| 12 Sa | 12 Sa | 12 Tu | 12 Th | 12 Su | 12 Tu |
| 13 Su | 13 Su | 13 We | 13 Fr | 13 Mo | 13 We |
| 14 Mo | 14 Mo | 14 Th | 14 Sa | 14 Tu | 14 Th |
| 15 Tu | 15 Tu | 15 Fr Good Friday | 15 Su | 15 We | 15 Fr |
| 16 We | 16 We | 16 Sa | 16 Mo | 16 Th | 16 Sa |
| 17 Th | 17 Th | 17 Su | 17 Tu | 17 Fr | 17 Su |
| 18 Fr | 18 Fr | 18 Mo Easter Monday | 18 We | 18 Sa | 18 Mo |
| 19 Sa | 19 Sa | 19 Tu | 19 Th | 19 Su | 19 Tu |
| 20 Su | 20 Su | 20 We | 20 Fr | 20 Mo | 20 We |
| 21 Mo | 21 Mo | 21 Th | 21 Sa | 21 Tu | 21 Th |
| 22 Tu | 22 Tu | 22 Fr | 22 Su | 22 We | 22 Fr |
| 23 We | 23 We | 23 Sa | 23 Mo | 23 Th | 23 Sa |
| 24 Th | 24 Th | 24 Su | 24 Tu | 24 Fr | 24 Su |
| 25 Fr | 25 Fr | 25 Mo | 25 We | 25 Sa | 25 Mo |
| 26 Sa | 26 Sa | 26 Tu | 26 Th | 26 Su | 26 Tu |
| 27 Su | 27 Su | 27 We | 27 Fr | 27 Mo | 27 We |
| 28 Mo | 28 Mo | 28 Th | 28 Sa | 28 Tu | 28 Th |
| | 29 Tu | 29 Fr | 29 Su | 29 We | 29 Fr |
| | 30 We | 30 Sa | 30 Mo | 30 Th | 30 Sa |
| | 31 Th | | 31 Tu | | 31 Su |

🟢 Term days: Scheduled weekly lessons

🔴 Closure days: No lessons available

🟡 Half-term days: Make-up lessons and/or extra lessons available upon request

⚪ Extra days: Extra lessons might be available upon request

Special terms during COVID-19 crisis

Due to the current pandemic, extra precautions will be taken in place to ensure a safe experience to everybody. Please note that these terms might change during the school year according to the latest government restrictions.

The digital piano will be disinfected after every lesson, the grand piano will not be disinfected to avoid damage. However, adult students are welcome to use the grand piano after sanitising their hands. Sanitiser and extra masks are provided if necessary and a safe distance will be maintained whenever possible.

The student who attends in-person lessons will be asked to please:

- wear a mask* while indoor
- sanitise his/her hands before the lessons

Only ONE person at a time can enter the premises, so parents, carers and nannies who drop-off/pick-up the students will be asked to wait outside.

If the student develops cold-like or flu-like symptoms, he/she will be asked to please:

- suspend his/her in-person lessons and switch to online lessons for two weeks
- or
- provide negative test result for COVID-19

At any time, it will be possible to switch to online lessons either temporarily or for the long term.

In the case of a new lock-down

Only online lessons will be arranged.

Please read below some advice to set up online sessions.

*Unless exempt or under the age of 11.

Advice for online-lessons set-up

Hardware

A smartphone will work as a bare minimum. Bigger screens work better, so if you have the option, I would strongly recommend employing a tablet or a laptop.

Apart from a device with a built-in camera and a mic, you can improve the experience with the following devices:

1. **Headphones** (strongly recommended to avoid background noise and echo)
2. External webcam to easily change the view if necessary
3. External mic to improve the sound quality

Depending on the activity, I need to see the student's profile when they play, to see their posture and hand on the keyboard, and other times I need them to look at the screen, to show various material. Normally, if the device is placed on the side of the piano, more or less at the same height as the keyboard or slightly higher, this would be enough. Whereas, if you need to look at the screen, you can place your device on the music rest.

Software

The preferred video conferencing software for online lessons is **Zoom**, which seems to deliver better sound quality and connection than other apps. It also allows me to exploit other connected devices which have been really useful during the lessons. As a backup option, we can use Skype.

Zoom is free to download and is compatible with most devices and operating systems. It allows me to schedule the lesson weekly or on the day of our session. You will receive an **invitation link via text and/or email** which allows you to join the online call through your app.

Finally, to improve the sound quality, I recommend **unchecking the box "automatically adjust the volume" in "Audio Settings"**, as this feature will try to screen background noise, including the piano. Unfortunately, this is not possible in the mobile/tablet version of this software.

Broadband Connection

Since many people now work from home, sometimes the connection might be poor or unstable (especially on peak hours). If you know you might experience this, there are a few things you can try:

- Schedule the lesson when other people in your place don't need the Internet
- Connect your device to the Internet via ethernet cable
- Put the router closer to the piano
- Use a Wi-Fi Internet Booster

To sum up, the **essential setup** includes:

- A device with camera and mic (laptop, tablet or smartphone)
- Headphones
- Zoom app

If for any reason you cannot take interactive online lessons, I can offer also **off-line lessons**.