



SKOKSTUDIO LLC

# POLICIES AND PROCEDURES

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## Overview of Skokstudio Scheduling Policies and Procedures

### Private Voice Lessons at Skokstudio

1. As of September 1, 2019, new student attendance for private voice lessons is exclusively through annual **Enrollment**.
2. Enrollment is also available to current students, and has several important benefits including discounts for lesson tuition when purchased in monthly, bi-monthly, quarterly, and bi-annual *subscription payment plan* packages.
3. Enrollment eligibility has several important expectations of communication, attendance, practice, preparedness, conduct, and performance requirements. Students are required to sign an annual *Student Enrollment Agreement*.
4. There is an annual enrollment fee of \$100 that provides the benefits of In-studio study at Skokstudio as a privately attending student. For Online student this fee is \$125, with option to also include the “Enhanced Online Toolkit” for an additional \$200, for shipment of a high-quality 4k UHD webcam and external speakers with subwoofer to the student.
5. Lessons and subscription plan packages must be scheduled 24 hours prior to the appointment time requested.

### Scheduling and Payment

1. Lessons may be scheduled in person at the studio with Ms. Heidi Skok during a previously scheduled lesson.
2. Scheduling requests and scheduling-related communications may also be emailed to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).
3. Payment for private lessons, studio rental time, and subscription tuition payment plan package fees must be made at the time of scheduling. Forms of payment accepted are:
  - a. Personal check in person at the beginning of any of your already scheduled lessons
  - b. [Paypal.me/skokstudio](https://www.paypal.com/merchot/display?hosted=skokstudio)
  - c. [Venmo.com/Skokstudio](https://venmo.com/Skokstudio)
  - d. All major credit cards are accepted (via Paypal) for emailed Invoice payments of subscription tuition fees
4. When a suitable lesson time is available, an appointment will then be created in Skokstudio’s online *Student Lesson Schedule Google Calendar* and a confirmation email with a link to the appointment will be sent to the student.
5. Lessons rescheduling requests must be made in person or by email at least 24 hours prior to the lesson.
6. Scheduling requests must be first **approved** by Skokstudio, and then an email **confirmation** will be sent to the student with a link to the appointment. Students taking Online Private Lessons will also find a link to their upcoming scheduled Zoom meeting in the *Student Lesson Google Calendar* appointment.
7. A make-up lesson will be permitted no more than once every sixty days, up to a maximum of six times annually.
8. Makeups must be scheduled AND made up within 7 days of the original lesson, or it will be considered a missed lesson.
9. There are no refunds for missed lessons, cancelled lessons, or missed make-up lessons.

### Communication

1. For all communications related to scheduling and attendance, please send email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).
2. For all other communications (such as questions, feedback, or concerns), send email to [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org).
3. **Please allow 24 hours for a response**, including when waiting for approval for rescheduling.

### Attendance Expectations

1. All students are expected to attend no less than four lessons per month as a strict requirement of eligibility for private lessons at Skokstudio. A vocal student’s development depends upon regular, consistent study over a long period of time. Skokstudio seeks serious, dedicated students who want to actively pursue voice as a professional vocation.
2. Students must be on time to their lessons. Lesson time for late arriving students will not be extended or carried over. Arriving more than 15 minutes late without prior notice by email will count as a “no-show”.
3. When a student is sick they should not attend their lesson and should contact Skokstudio by email to either reschedule the lesson (with more than 24 hours prior notice given), or to cancel (when less than 24 hours prior notice can be given). Students may be dismissed from a lesson for attending while presenting signs of illness such as fever, coughing, sneezing, runny nose, etc and will not receive a make-up.
4. Planned Absence Notification: Contact Skokstudio by email with 14 days or more notice to inform Skokstudio of any planned long-term absence when the student cannot attend two or more upcoming scheduled lessons.
5. Repeated lateness, no-shows, or cancellations will result in dismissal from private lessons.

### Parents and Guests

1. Parents and guests may attend the lessons ONLY IF they sit quietly in the adjoining office/waiting room area.
2. A student can bring a guest only if they request instructor approval by email prior to the lesson.
3. Parents and guests must be sure not to remain quiet and to not disturb the lesson while in progress.
4. The sliding door blind dividing the waiting area from the lesson area is to remain closed until the end of the lesson.

## Procedures for Entry and Exit

1. Upon entering the building for a lesson, please quietly close the front door and enter the office/waiting room area.
2. Sign in to the **Skokstudio Registry Book**, take a seat in the office/waiting room area, and remain quiet until called.
3. Following your lesson, please exit promptly and quietly, especially if another lesson has begun.
4. If you find you require more time to talk with Ms. Skok following your standard lesson time, please consider scheduling a longer lesson or a separate consulting session.

## Drop Off and Pick Up Procedures for Minors

1. Parents must come inside the studio when dropping off/picking up their minor students before and after the lesson.
2. **Please be on time to pick up your minor student.** Parents who have not arrived on time to pick up their minor student on time will be asked to remain and stay in the waiting area during future lessons.
3. **Skokstudio is not responsible for the safety of children outside of the building.**

## Regular Hours of Studio Operation

- The studio does not offer “walk-in” appointments for students who have not scheduled at least 24 hours in advance.

### Studio Availability Schedule

Fall 2019 (Nov 1, 2019 - Dec 31, 2020)		Winter 2020 (Jan 1, 2020 - March 31, 2020)	
	Studio Availability		Studio Availability
<b>Monday</b>	(1pm to 5:30pm) (6pm to 8pm)	<b>Monday</b>	(1pm to 5:30pm) (6pm to 8pm)
<b>Tuesday</b>	(1pm to 5:30pm) (6pm to 8pm)	<b>Tuesday</b>	(1pm to 5:30pm) (6pm to 8pm)
<b>Wednesday</b>	(1pm to 5:30pm) (6pm to 8pm)	<b>Wednesday</b>	(1pm to 5:30pm) (6pm to 8pm)
<b>Thursday</b>	(1pm to 3pm)	<b>Thursday</b>	(1pm to 5:30pm) (6pm to 8pm)
<b>Friday</b>	(1pm to 5:30pm) (6pm to 8pm)	<b>Friday</b>	(1pm to 5:30pm) (6pm to 8pm)
<b>Saturday</b>	(10am to 3pm)	<b>Saturday</b>	(10am to 3pm)
<b>Sunday</b>	No lesson times available	<b>Sunday</b>	No lesson times available

## Annual Holiday Schedule 2019 - 2020

- Thanksgiving Day: Thursday, November 28, 2019
- Friday after Thanksgiving: Friday, November 29, 2019
- Christmas Break: Monday, December 23, 2019 - Tuesday, December 31, 2019
- New Year’s Day/Break: Wednesday, January 1, 2020 - Thursday, January 2, 2020
- Memorial Day: Monday, May 25, 2020
- Independence Day: Friday, July 3, 2020
- Labor Day: Monday, September 7, 2020
- Thanksgiving Day: Thursday, November 26, 2020
- Friday after Thanksgiving: Friday, November 27, 2020
- Christmas Break: December 23, 2020 - January 2, 2021

## Scheduling Lessons

1. All new students must be **Enrolled** to schedule and attend Private Lessons at Skokstudio.
2. After scheduling and attending an initial 20-30 minute evaluation/assessment session, new student applicants are then eligible to become **Enrolled** as privately attending students of Skokstudio.
3. Appointments for lessons, subscriptions, and rehearsal space rentals must be made at least 24 hours in advance.
4. Payment is made in full at the time of scheduling a lesson. Forms of payment accepted are:
  - a) By personal check at the beginning of any of your already scheduled lessons
  - b) paypal.me/Skokstudio
  - c) venmo.com/Skokstudio
5. Students do not need to be enrolled to participate in Classes, Workshops, Retreats/Camps, or Intensive Training.

## Standard Per-Lesson Fee Rates

<b>Private Individual (1-on-1) Singing Lessons</b>		<b>Private Group Singing Lessons</b>	
<i>In-studio</i>	\$80/hr	<i>Two students</i>	\$120/hr
<i>Online</i>	\$100/hr	<i>Three students</i>	\$180/hr
		<i>Four students</i>	\$240/hr
		<i>Five students</i>	\$300/hr

## Private Voice Lessons

Private voice lessons at Skokstudio are reserved for currently Enrolled students. Lessons are scheduled in regularly recurring weekly time slots that are scheduled at the same time each week. Depending on the intensity of study, privately attending students must take either one or two lessons per week, totaling either four or eight regular lessons each month.

### *Private Individual Lessons*

Private individual (1-on-1) lessons can be conducted in-studio or online via Zoom in 30-minute and 60-minute sessions. Students under the age of 18 must take 30-minute lessons.

### *Private Group Lessons*

Group lessons can be scheduled and paid for by any Enrolled student over the age of 18 designating themselves as a *Group Representative* for an entire group of enrolled students who all collectively desire to be trained together. A group of enrolled students who wish to attend a private group lesson together would coordinate directly with their Group Representative, who acts as the financially responsible entity for payment of ongoing lesson fees throughout the enrollment term. This type of private lesson is for members of existing singing groups, choirs, and students who intend to sing together while performing. Group lessons can have a minimum of 2 and a maximum of 5 students and are held as one-hour (minimum) length lessons.

## Public Voice Classes, Workshops, Retreats/Camps, and Intensive Training

### (Open Registration)

Skokstudio also offers vocal instruction to students who have not enrolled. Public “Open Registration” group lessons are conducted under several formats such as **Class, Workshop, Retreat/Camp, or Intensive Training**. These lesson types are sometimes offered in cooperation with other partner arts organizations such as Fairmount Center for the Arts and Resonanz Opera, and are preplanned, scheduled, and announced by Skokstudio throughout the year. Individual students who are interested may then independently register to attend, up to the maximum number of attendees designated for that group. These lessons can occur in a single day, in a span of several days, or may happen over a series of consecutive weeks. *Classes, Workshops, Retreats/Camps, and Intensive Training group lessons may require an audition or evaluation to determine a student’s suitability for participation.*

> Classes can have minimum of 3 and a maximum of 6 students. Classes provide a planned curriculum that requires all students to progress at a minimum pace together. Thus, an assessment of ability is required prior to student participation in a class, as class offerings are typically targeted to a specific ability level.

> Workshop/Retreat/Camp/Intensive Training groups must have 6 to 12 students to run. These types of groups are larger in size than Class group sessions, and do not run for as long. The curriculum from these lesson types also often allows students to progress more at their own development speed and from different levels of ability. Assessment of student ability with an evaluation or student audition may sometimes be required. Workshops, retreats, camps, and intensive training groups may be cancelled by Skokstudio for insufficient attendance.

- A **workshop** is typically a single or multiple day event lasting more than an hour but not more than eight hours. Each Workshop offering is uniquely and specifically oriented to address a specific need, goal, or area of focus of vocal instruction and performance. Group lessons offered as **retreats** and **camps** are more general in nature and may last one to three days (retreat) or three to five days (camp), with each day lasting four to eight hours apiece.
- **Intensive Training** is also provided by Skokstudio through performance-based study programs offered by Resonanz Opera as vocal instruction and coaching for emerging and professional singers from across the country. Acceptance to open positions for these Intensive Training study programs are only by audition with Resonanz Opera. An Intensive Training Program has between 8 and 20 students per session, and a session will last two to four weeks and culminate in a public performance of a concert and/or a music theatrical production (such as an opera).

## Eligibility for Private Vocal Instruction at Skokstudio

Skokstudio is interested in training serious singers, ages 10 and older, who want to develop their singing ability in any music genre, through the application of classical vocal technique. Students under age 18 can take lessons with parental consent and typically are required to take 30-minute lessons, unless otherwise directly approved by Skokstudio. Eligibility as a candidate for enrollment in private lessons with Skokstudio is strictly determined by evidence of a student's desire and commitment to develop as a professional vocalist. The formal procedure for all candidate students to have the opportunity to share their vocal background and goals with Skokstudio to determine eligibility for enrollment is through an initial evaluation session. Skokstudio enforces a policy of non-discrimination for any reason of race, religion, ethnicity, gender, gender identity, or body shape in all activities, and that is especially true when considering student candidates.

### Initial Evaluation/Assessment Session

The studio reserves the right to determine eligibility for all candidate students through an initial evaluation session with the instructor. Skokstudio lessons do require a level of physical participation which demand that students be capable of freely moving around, standing or crouching on the floor for periods of time, and to be able to use a variety of types of light fitness equipment. Students with physically limiting conditions or with less severe cognitive challenges will be considered for eligibility at the sole discretion of Skokstudio on a case by case basis. Parents of student children must be able to openly share any learning or social/behavioral challenges that their child has during this session to permit a thorough determination of the studio's ability to offer instruction appropriately for their needs. The studio reserves the right to limit eligibility for students with hearing impairment and those otherwise unable or unwilling to meet the basic requirements of full physical participation. Skokstudio welcomes dedicated voice students of all genres, from all walks of life, and from all over the world, who are driven to sing and absolutely committed to doing the technical vocal work necessary to develop as a professional singer.

Contrary to much of what is seen in movies and tv, singers in training simply do not develop to their fullest ability overnight. While true that transformative advances in vocal development can take place rapidly for students who apply themselves, the mature formation of a foundation of core technique is charted over the course of years, not months or weeks. Furthermore, when vocal development is taking place it simply does not continue to progress without consistent commitment to both regular lessons and weekly practice. A singer must devote a great deal of time, effort, and resources to advance as a professional vocalist. Heidi Skok makes a similar commitment when working with a student, and endeavors to establish a positive, encouraging, relationship of trust with each new student. This special mentoring relationship between a voice student and teacher must be nurtured over time for it to flourish. For this reason, Skokstudio will dedicate no less than a year of time when working with each newly enrolling singer, and thus seeks students who are also committed to that minimum length of study. Our studio is in search of those singers who are presently somewhere on their journey as a professional vocalist and are seeking not only to strengthen the foundation of their vocal ability, but to take their vocal development in the direction that they as a singer desire to grow. Skokstudio welcomes all talented singers, at all levels of development, who have a desire to sing well, a willingness to learn, and the dedication that is required to become a successful professional vocalist.

## Student Enrollment

Students must complete the **Enrollment Process** to attend Private Lessons at Skokstudio.

Skokstudio provides individual private lessons and group private lessons only for Enrolled students, but additionally offers special “open-registration” group lessons to non-enrolled singers as well in lesson formats such as Classes, Workshops, Retreats/Camps, and Intensive Training sessions.

- New private students may enroll at any time during the year.
- Standard private lesson Student Enrollment at Skokstudio is for a term of one year, starting with the first private lesson.
- Students must complete a new Enrollment for each year they attend Skokstudio, or if returning from Leave of Absence.

Once a student has completed the steps of the Enrollment process, they are **Enrolled**. Enrolled students are then permitted to schedule lessons, reserved at the same time slot each week, and will receive the discounted enrolled student subscription rate and the many other exclusive benefits of private lesson enrollment.

Students who are Enrolled are also welcome to schedule extra (ad-hoc) lessons in addition to the lessons provided by their current Subscription Tuition Payment Plan, but at the (non-discounted) **Standard Per-Lesson Rate**.

### Enrollment Process

To complete Enrollment each year, a student must:

1. Pay the annual **In-studio Student Enrollment Registration Fee** or **Online Student Enrollment Registration Fee**.
2. Sign the Student Enrollment Agreement, which states:
  - a. Student will pay the Student Enrollment Registration Fee.
  - b. Student agrees to adhere to all studio policies and procedures as stated in the **Student Requirements and Expectations** of this Policies and Procedures document.
  - c. Student agrees to continue lessons with Skokstudio for a term of one year from the date of agreement.
  - d. Student will maintain an active **Subscription Tuition Payment Plan** during the enrollment term.
3. Students select a **Subscription Tuition Payment Plan** that suits the student’s financial needs and professional goals.
  - a. Payment plans vary in four (4) lengths of duration for billing (monthly, bi-monthly, quarterly, and bi-annually)
  - b. Students can choose to auto-renew their Subscription Tuition Payment Plan for the convenience and security of maintaining consistent attendance. For Payment Plans that Auto-Renew, Skokstudio will automatically invoice the student by email for the next payment one week prior to the current subscription’s expiration.
  - c. Auto-Renew invoices can be paid using PayPal or credit card. *This invoice must be paid prior to scheduling the first lesson from the plan or the student will be not be able to take the lessons.*
  - d. Subscription fees can also be paid by personal check in the office when a student attends a lesson.
  - e. A student must make sure that their plan does not lapse in payment or it will result in the student not being able to schedule their regular lessons, possible loss of their regular time slot, and could require re-enrollment.
  - f. Students are only permitted to attend private lessons with an active Payment Plan in place, even if they currently have a future additional lesson booked on the lesson schedule.
  - g. Student may be dismissed from Enrollment at the discretion of Skokstudio if they have allowed their current Payment Plan to expire without selecting a new Payment Plan at any time during an Enrollment year.

### Online Registration Process (Available Soon)

1. New students will fill out a **Student Registration Form** online at the Skokstudio website to schedule their initial lesson. The website signup form is located at <https://skokstudio.org/schedule-lesson>. New students are required to schedule an initial 30-minute Evaluation/Assessment session and receive a 50% discount off of the standard hourly lesson rate.
2. Upon submission of the registration form, a **Studio Membership Student Account** is created and login credentials to the website are then emailed to the student.
3. Students who have received their login credentials are then considered **Registered** can login to the **Student Portal**. The **Student Portal** allows **Registered Students** to:
  - a. **View** or **Update** their student profile information and change their password
  - b. **View, Reschedule, or Cancel** their upcoming lessons
  - c. **Enroll** in lessons by: filling out the online **Enrollment Form** and paying the **Annual Enrollment Registration Fee**
  - d. **Schedule** and pay for **Subscription Tuition Payment Plans**, studio rental time, and additional ad-hoc lessons



## Annual Enrollment Registration Fee and Benefits

The annual registration fee of **\$100** provides Skokstudio the ability to offer the following benefits of enrollment:

1. Guaranteed fixed weekly time slots every month for length of subscription  
Note: **Autorenewal** makes this guarantee extend to as long as you are enrolled
2. Students receive a discounted lesson fee rate from the standard per-lesson fee rate with subscription purchases that increases with the Subscription Plan size
3. Scheduled upcoming lessons can be added to student's own Google and/or Outlook calendar

### COMING SOON:

1. *Easy 24/7 online scheduling/rescheduling at the Skokstudio website for students*
2. *Students will have "student portal" website access to see upcoming schedule or modify user info*
3. *Students receive email and text message notifications of upcoming lessons, events, and Subscription Tuition Payment Plan installment invoice renewal alerts (with and without auto-renew)*

## Exclusive In-Studio Benefits

In-studio lessons offer use of the studio rehearsal space, including:

- Steinway piano
- two Roland electric piano keyboards
- a Yamaha keyboard
- acoustic and electric guitars
- fitness equipment and auxiliary vocal tools utilized during Skokstudio vocal instruction lessons

## In-Studio and Online Benefits

**All enrolled students** also have the following benefits:

1. Video recording of all in-studio and online lessons, made available for student to view online
2. Additional daily rehearsal space time is available in AM and late PM for a discounted rental fee
3. Studio is available for rental for performances, with seating for up to 25 attendees.
4. Students are eligible to participate in additional local performance opportunities through Resonanz Opera
5. Students are eligible to receive free promotional exposure on social media and website if desired
6. Students get a discount on the following Skokstudio audio/video service offerings:
  - a. in-studio recording and sound when renting the studio for rehearsal or performance
  - b. recording demos for auditions/applications
  - c. recording offsite public performance
7. **Skokstudio binder\*** and printed hand-outs of student lesson curriculum materials as needed
8. ***In-Studio/Basic Toolkit\**** containing five auxiliary vocal therapeutic and fitness tools utilized in Skokstudio lessons

## Annual Enrollment Registration Fee and Benefits for Online Lessons

The annual registration fee of **\$125** provides Skokstudio the ability to offer the following added benefits of online lessons:

1. A High-Speed Internet connection at our studio that supports our video conferencing demands.
2. The ability to record and share our students' lessons.

## Enhanced Online Toolkit (Optional)

**Online students have the option to purchase the *Enhanced Online Toolkit for an additional fee of \$200.*** The Enhanced Online Toolkit contains a Logitech 4k Webcam (with internal microphones) and a pair of powered stereo speaker system with a subwoofer. For students who choose to use it, Skokstudio will ship the Enhanced Online Toolkit to students and help them connect it to their desktop home computer or laptop. This allows the instructor and student to hear/see with the best possible clarity. The studio prefers that online students use the Enhanced Online Toolkit, but it is not mandatory.

**\*NOTE: SKOKSTUDIO BINDER AND IN-STUDIO TOOLKITS WILL SOON BE MADE AVAILABLE.**



## Individual Lesson Subscription Tuition Payment Plan Package Pricing

Lesson Length	STANDARD PER-LESSON RATE	
	Mentor	Online
0.5 hour	\$40	\$50
1 hour	\$80	\$100

DISCOUNTED HOURLY RATES			TUITION PACKAGE PRICE		
<b>Package A</b> 4 Lessons: 5% Discount	Mentor	Online	Mentor	Online	
	0.5 hour	\$38	\$48	\$152	\$190
	1 hour	\$76	\$95	\$304	\$380
<b>Package B</b> 8 Lessons: 10% Discount	Mentor	Online	Mentor	Online	
	0.5 hour	\$36	\$45	\$288	\$360
	1 hour	\$72	\$90	\$576	\$720
<b>Package C</b> 12 Lessons: 15% Discount	Mentor	Online	Mentor	Online	
	0.5 hour	\$34	\$43	\$408	\$510
	1 hour	\$68	\$85	\$816	\$1,020
<b>Package D</b> 24 Lessons: 20% Discount	Mentor	Online	Mentor	Online	
	0.5 hour	\$32	\$40	\$768	\$960
	1 hour	\$64	\$80	\$1,536	\$1,920

## Group Lesson Subscription Tuition Payment Plan Package Pricing

Pricing for Private Group Lesson Subscription Tuition Payment Plans is available upon request. The four different sized plans that are available have the same term lengths as Individual packages (monthly, bi-monthly, quarterly, and bi-annually), and offer the same discounted rates of 5%, 10%, 15%, and 20% from the base Standard Private Group Lesson hourly rates.

## Student Requirements/Expectations

All privately enrolled students at Skokstudio are required to pay an annual **Registration Fee** and sign a one-year **Student Enrollment Agreement** form every year. This Agreement states that the student formally agrees to:

1. Pay the annual Enrollment Fee of \$100 for In-Studio students and \$125 for Online students.
2. Maintain an active **Subscription Tuition Payment Plan** throughout the next calendar year from the date of enrollment.
3. Adhere to all studio policies and procedures, including student requirements and expectations regarding:
  - I. **Communication**
  - II. **Attendance**
  - III. **Practice and Preparedness**
  - IV. **Professional Demeanor, Conduct, Attire**
  - V. **Performance**

### I. Communication

Skokstudio is interested in everything a student is doing with their voice both inside and outside of weekly lessons. Singers should discuss openly with their instructor about what they sing outside of lesson time to be sure that this is healthy for the student's voice and appropriate for the student's current work at Skokstudio. Students who repeatedly attempt to sing a piece that is outside of their vocal range and ability risk harm to their voice. A student engaged in vocal activities and performances outside of the studio should discuss modifying their curriculum to directly aid the student with their specific performance goals during that time. Thus, it is a great benefit that communication with a student and teacher be an open avenue regarding all matters related to their voice.

- **Rescheduling Requests, Cancelling, or Running Late Messages**
  - Skokstudio does not monitor the office phone, texts, or messaging communication channels for scheduling.
  - Rescheduling or cancellation is **ONLY** performed by email request to: [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) -**OR-** in the office with Ms. Skok, in person
  - When rescheduling or cancelling a lesson, students must signify the reason for the reschedule/cancellation. Any additional information that needs to be communicated specifically about the rescheduled/cancelled lesson should also be included when requesting a rescheduling including a suggested makeup time.
  - Students must receive an instructor **Approval** response via email before the schedule will be updated.
- **For all other communications such as questions, feedback, concerns**, send email to [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org).
- **Please allow 24 hours for response** to all email communications, including when waiting for approval for rescheduling.
- **Planned Absences Notification:** Contact Skokstudio by email with 14 days or more notice to inform Skokstudio of any planned long-term absence when the student cannot attend two or more upcoming scheduled lessons.

### II. Attendance

#### *Attendance – Term of Enrollment*

Skokstudio requires that all singers attending the studio for private lessons be **Enrolled** as students for at least one year. Although ability and development vary from singer to singer, vocal study does not happen in terms of months, but in years of work. Skokstudio seeks to train students who desire to actively take lessons both frequently enough and for a long enough period of time to be able to effectively develop their talent and pursue professional goals as singers. A custom curriculum based on the student's current goals and progress is established and communicated prior to each lesson, and absences slow and interrupt the progression of that studied curriculum.

#### *Attendance – Lesson Frequency*

All students are expected to attend no less than four lessons per month as a strict requirement of eligibility for private lessons at Skokstudio. A vocal student's development depends tremendously upon regular, consistent study over a long period of time. Skokstudio is seeking serious, dedicated students whose focus is to actively pursue voice as a professional vocation.

Students are to take either one or two regularly scheduled lessons per week depending on the intensity of their study. This is a total of either four (4) or eight (8) lessons per month. On months that have five weeks, a student may take the fifth week off, or they may choose to schedule an additional lesson at the **standard per-lesson rate**. Additional lessons can also be scheduled for audition prep, role study, or for coaching help rehearsing a specific piece for an upcoming performance.

## Attendance – Absences

### Types of Absences, Summarized

- Planned Absence: Excused (could be longer term absence with planned return, possible re-enrollment required)
  - Student unable to attend two or more weeks of lessons. Lessons cannot be made-up.
  - More than 14 days notice, but not to exceed twice in a year.
  - Ex: Summer at other parent, family vacations, long term medical condition
- Unplanned Absence: Excused with more than 24 hours notice, maximum of **six reschedules per enrollment year**
- Unexcused – no cancellation/no show, illness with less than 24-hour notice, no reschedule available

Student attendance must be consistent for development to progress. A scheduled lesson time has been reserved for each enrolled student with the expectation that it is of the highest priority in the singer's everyday life. A student should thus not find that their other routine activities in life are in regular conflict with their scheduled lesson time. Poor student attendance may result in dismissal from enrollment.

### Attendance – Absences – Excused/Unexcused

#### Planned Excused Absence:

Students may request a **Planned Excused Absence** by email to [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org) up to two weeks prior to missed lessons when they know ahead of time that they will be unable to attend two or more weeks of lessons. This "**Leave of Absence**" would be taken for extended medical conditions, for students spend summers away with another parent, or for a family vacation, and may require re-enrollment if it exceeds three weeks.

A student is permitted only **one** Planned Absence in an enrollment year, because the lessons missed during a **Planned Excused Absence** are not made up. It is fully expected that a student who is highly committed to a year of study on a weekly basis, if planning multiple lengthy vacations, would want to be sure not to miss too many lessons such that it does not interfere with consistent progress during that time.

#### (Unplanned) Excused Absences:

Most absences are not planned, as it is understood that a student has requested their normal weekly time slot with the fullest intention that they would attend. When an unplanned absence is inevitable students can reschedule their lesson up to 24 hours prior to the lesson as an **Excused Absence**. To allow flexibility in unpredictable times of difficulty that a student may occasionally have attending a lesson, one rescheduled lesson is permitted every sixty days, up to a **maximum of six (Unplanned) Excused Absences** in an enrollment year. **Excused Absences** must then be rescheduled and made up within seven days of the missed lesson or the makeup lesson will be forfeited. Due to limited available open time slots on the studio schedule, students unable to find a suitable make up time will lose their lesson time for that week.

#### Unexcused Absence:

If a student cannot attend a lesson that has not been rescheduled more than 24 hours prior to the lesson, the lesson is considered an **Unexcused Absence** and cannot be rescheduled and can only be cancelled. Lessons should only be missed as result of last-minute student/immediate family member illness, but it is also understood that transportation issues, unpredictable traffic, and other personal or family emergencies do also happen and cannot be avoided. Repeated or frequent Unexcused Absences can result in dismissal from enrollment in private lessons.

### Attendance – Absences – Missed Lessons

Upon a second **Unexcused Absence** of a student, dismissal from enrollment may be considered at Skokstudio's discretion. Students who fail to attend three lessons in a row (excused or unexcused) may be removed from enrollment at the sole discretion of Skokstudio. Students who have been previously removed from enrollment would be required to re-enroll before attending future lessons. Failure to attend three lessons includes both Unexcused and Excused Absences. All Cancellations, whether for illness or medical/personal/family emergency with less than 24hrs notice will be deemed "Unexcused". Exceptions for health and family emergencies are at the sole discretion of Skokstudio.

### Attendance – Return from Leave of Absence/Re-enrollment

Enrolled students who do not attend a lesson for a period of 4 weeks must re-enroll before they can attend private lessons again. Re-enrollment requires signing a new Student Enrollment Agreement, paying a **Re-enrollment Fee** of \$100 In-studio/ \$125 Online and immediately choosing a new Subscription Tuition Payment Plan of no less than 8 lessons.

## Attendance – Rescheduling Makeup Lessons and Cancelled Lessons

When a student is unable to attend a scheduled lesson, they should reschedule or cancel the lesson. Rescheduling can only be made up to 48 hours prior to the lesson. Within 24 hours of the lesson, a lesson appointment can only be **cancelled** if a student is unable to attend for any reason. Please send email to inform the studio when you are unable to attend a lesson.

Students must make all cancellation notices and rescheduling requests for a make-up lessons in person in the studio or by email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org). Students will receive a reply from Skokstudio within 24 hours to reschedule a make-up time for a day within the following week, based upon the remaining available time slots in the studio schedule. When a make-up time has been determined, the schedule will be updated, and the student will then receive an email with a link to the newly rescheduled lesson in the Skokstudio Google Calendar. Students taking Online Lessons will also find a link to their upcoming scheduled Zoom meeting in the Google Calendar appointment.

**Inconsistent attendance is formally discouraged but rescheduling is made available to enrolled students strictly on a limited basis when necessary with the following provisions:**

- **Only one lesson is permitted to be rescheduled every sixty days, up to a maximum limit of SIX per enrollment year.**
- If a student is unable to attend a second or third regularly scheduled lesson in a sixty-day period, those lessons cannot be rescheduled and will be forfeited as missed lessons.
- A rescheduled lesson must be made up within seven days of the original lesson or it is forfeited and counts as a missed lesson/no-show/**Unexcused Absence**.
- Once a make-up lesson is scheduled, it CANNOT be rescheduled again.

There are very few available time slots that remain open on the studio schedule and students who find that they must reschedule do so with the understanding that they run a real risk losing the opportunity to find a lesson time that works for them in that same week.

## Attendance – Rescheduling Process

To reschedule a lesson, a student must make a request within 24 hours prior to the lesson. Otherwise, with less than 24 hours prior to the lesson, a lesson can only be cancelled, and no makeup lesson will be available.

1. Send an email request to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) and include the reason for the reschedule/cancellation. Any additional information that needs to be communicated specifically about the rescheduled/cancelled lesson should also be included when requesting a rescheduling, such as a suggested make-up time.
2. Within 24 hours Skokstudio will review the request to determine if the suggested make up time is approved. If the time suggested is not available, Skokstudio will suggest other remaining available times in the next week schedule.
3. After the student and Skokstudio have agreed upon a time, student will receive an **approval confirmation** email from Skokstudio with a link to the Skokstudio Student Lesson Schedule Google Calendar.

## Reschedule/Cancellation by Skokstudio

If Skokstudio must reschedule a lesson for any reason, Skokstudio will provide at least 24 hours of notice by email and will make up the lesson at the nearest available time within thirty (30) days. If the studio is closed or a lesson must be cancelled due to an emergency situation or instructor illness and less than 24hrs of notice can be given, Skokstudio will not only notify students by email but additionally attempt to contact the student by telephone and by text/messaging to alert them of the cancelled lesson, and will then try to reschedule at the earliest possible convenience.

## Attendance – Sickness

The Student should NOT come to their lesson if they are sick. Students should be considerate to cancel their lesson and not attend if they have a fever, don't feel well the night before, or if experiencing runny nose, sniffles, cough, sore throat, hoarseness, or vomiting. Skokstudio reserves the right to stop a lesson if the student's voice presents illness (through breathiness, cracking, splintering, etc.) that make it unhealthy to sing. Any lesson stopped in order to preserve the Student's vocal health will NOT be rescheduled as a make-up. Under certain circumstances a non-singing lesson may be appropriate when a student is sick but feels well enough to meet with their instructor online via Zoom. This is a more productive substitute to missing a lesson for a student who questions their health, and can include memory work, expression, music theory, ear training, and rhythm reading exercises.

## Attendance – Absence Due To Weather

Cancellations with less than 24 hours of notice due to last minute severe weather conditions may in some cases be Excused (and rescheduled) but only at the discretion of Skokstudio. Please do not attempt to risk your safety trying to get to a lesson in bad weather if driving conditions are poor.

## Attendance – Tardiness

Students must be on time for their lessons. There are no exceptions for timeliness in the professional world as singer, and students should strive to be punctual to all lessons, rehearsals, and performances. A student's commitment to being on time to their lessons is a strict requirement. Skokstudio is at full discretion to dismiss students from enrollment for repeated tardiness. For lesson appointments where a student is aware more than 24 hours in advance that they will be late to a lesson, they can receive approval for **Excused Tardiness** by sending email to Heidi Skok at [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org)

Lesson time will not be extended beyond the scheduled lesson appointment time when a student arrives late. Whenever possible, the studio has booked lessons back to back in sequence and the next student scheduled is expected to be ready and waiting in the waiting area to begin their lessons on time as well. Students who arrive more than 15 minutes late to a lesson will forfeit the lesson time as a **"No Show"** and that lesson will then count as an **Unexcused Absence**, with no reschedule make-up lesson available. If a student has not arrived within the 15-minute tardiness grace window and another scheduled lesson does not immediately follow the missed lesson, the studio will typically then be subsequently closed for clients and unstaffed until the next scheduled lesson time.

## III. Practice and Preparedness

- Each student is expected to practice 20-30 minutes per day.
- The work that is accomplished in the lesson needs to be worked on in practice sessions.
- Please work with the practice recording that was made in the lesson.
- Students are NOT to practice anything that was not covered in the lesson.
- It is immediately discernable in lessons whether a student has practiced or not.
- Student progress is tracked and reviewed weekly with the student (and parent, for child students)
- After each lesson, new practice goals for the following weeks are assigned.
- Preparedness also requires that students responsibly bring all required materials to each lesson.
- Students must already be either able to read music OR be able to concurrently learn to read music with Skokstudio

### The student must bring to each lesson:

- Two (2) copies of your sheet music (1 for me, 1 for you)
- Skokstudio binder to each lesson
- A pencil/pen
- A recording device

### Required Materials to have at home:

- Mirror large enough to see your shoulders, neck, and head
- Recording device with headphones or speakers. You will learn SO much by doing so.
- Keyboard (if you don't have a piano there are many apps with mini keyboards)

## Preparedness – Online Technology Requirements

The Online Tool Kit requires that students must use a home computer. This means either a Mac or PC desktop or laptop, running the latest updated version of OS X or Windows 10. All video and audio drivers must be up to date as well to be sure that the student computer is fully compatible with Zoom. Absolutely no cell phones, PDA's, tablets, or other mobile devices.

**The Online Toolkit** contains a 4K USB camera/mic that is required for Skokstudio to receive a high-quality image and sound. A pair of powered speakers is included and should be plugged into the computer's headphone output jack.

The student's computer must have a stable High-Speed internet connection, an internet browser, and should have no other applications running at the time other than email or basic office applications running. Do not run any other apps that use media on the student computer during the lesson. Student will be prompted to install the Zoom desktop application, which will be used to join the singing lesson meeting.

#### IV. Professional Demeanor and Conduct, Attire

Skokstudio expects enrolled students to exhibit a positive, courteous, professional demeanor and a high level of ambition. A student should have an attitude of receptive willingness and must openly express a desire to learn and achieve. The studio intends that its students be goal driven, asking students to reach new, higher goals each time a previous goal has been reached. Students must want to be challenged to grow and be determined and willing to do the hard work necessary.

Students should strive to express positivity not only toward themselves but toward others. It is very important to be most supportive of our peers. A student's posts on social media posts will not be negative or profane. Skokstudio does not permit or accept student behavior that is perceived as harassing, discriminatory, threatening, suggestive or lewd. Generally, inappropriate conduct will receive a warning first, but depending on the severity could result in immediate dismissal.

For better or worse, student behavior at Skokstudio reflects back on Skokstudio, and this especially applies to student behavior on social media. Students enrolled in private lessons will refrain from making negative posts and comments on social media platforms, and will be aware not to offer unsolicited criticism about other artists or people. Strict adherence to this policy cannot be strongly enough emphasized and failure to do so could result in dismissal from the studio.

Do not wear exposing clothes, no bare belly or high skirts/shorts. Wear clothes that you can move in, as one would wear to a light fitness class. No dresses and no skirts. Work-out clothing or casual attire that is loose fitting is best. Students must be capable of being in a variety of positions, possibly on the floor or on a yoga mat.

#### V. Performance Requirement

Skokstudio requires that enrolled singers are actively performing in conjunction with private lessons as a healthy part of development on the path to become a professional vocalist. Students of Skokstudio are expected to sing in at least **four** public-attending performances of any kind each enrollment year as a requirement of continued Enrollment at Skokstudio.

For less experienced singers these opportunities may not be readily available, and less experienced students may not be quite ready to publicly perform, thus, Skokstudio does provide attempt to provide these opportunities through its partnership with Resonanz Opera. Skokstudio will attempt to provide public performance opportunities for his/her students. No student is under any obligation to perform if a performance is offered, and Skokstudio is not under any obligation to provide these opportunities to every student. The decision of which students are deemed "performance-ready" for recitals presented by Skokstudio or other public performances will be made at the discretion of Skokstudio.

Students at Skokstudio receive the opportunity to perform through Resonanz Opera, a non-profit organization that Heidi Skok founded as an opera company for opera singers all over the country. Since its initiation in this avenue in 2017, Resonanz has now evolved to work side by side with Skokstudio and offer the ability for Skokstudio students to have performances opportunities in all musical genres, not only opera. Beginning in the summer of 2019, Skokstudio is partnering with Resonanz Opera to produce the Dairy Queen Summer Back Lot Concert series. Skokstudio students will have the opportunity to perform Friday nights in August on the concert series. Select Skokstudio students will be performing August 13 at the Mentor Amphitheater in a pop show featuring Heidi Skok, opening for Queen Nation, a cover band. For more information on Resonanz Opera, please see: [www.resonanzopera.org](http://www.resonanzopera.org).

Students are expected to communicate with their instructor as early as possible when they decide to accept a public performance or role outside of Skokstudio, such as in a high school musical, concert, or singing competition. This communication is a vital part of the student-teacher relationship as the student's participation and progress in lessons with Skokstudio.



## Accessibility

The studio is not wheelchair accessible and does not have handicap provisioned facilities.

## Parking

Parking spaces are located as a single column of spots directly in front of the 8789 Mentor Avenue studio location, in addition to several spaces directly behind the studio in the rear wrap-around lot. Students and parents are not to park in the Dairy Queen parking lot immediately to the left of the studio, nor in the parking lot in front of Second Sole to the right.

## Studio Phone

The studio phone number is (440) 290-8893. Messages left on the answering machine will be returned in the next 72 hours. Messages about cancelling, running late, or rescheduling should NOT be left on the office phone.

## Lost and Found

Skokstudio has no lost and found. We do not track student personal items. Skokstudio is not responsible for personal property that is lost, damaged, or stolen. Please keep track of your items most carefully.

## Studio Space Rental

The studio rehearsal space is available to rent as a benefit available to Enrolled students, by approved request.

- Studio can be used for practice, group rehearsals, performances, or meetings.
- Minimum of one hour: first hour is \$10, each additional hour is \$5.
- Payment accepted at time of scheduling. Send email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) to request a reservation.
- Accepted forms of payment are by check in person when in the office, or by <https://paypal.me/Skokstudio>, or <https://venmo.com/skokstudio>
- No refunds for cancellation. No rescheduling or credits toward future rental.
- Equipment usage fees are billed independently of studio space rental. Please inquire with our Technology Manager, James Musacchio at [jamesmusacchio@skokstudio.org](mailto:jamesmusacchio@skokstudio.org) about our available a/v tech services and pricing.

## Studio Toolkit

Skokstudio is in the process of creating a special vocal instruction auxiliary *Studio Toolkit* of small to mid-sized therapeutic and fitness-oriented tools to be utilized during all Skokstudio private lessons (in-studio AND online), and is made available to students through the enrollment fee. The Toolkit will be periodically updated at the discretion of Skokstudio.

In-studio students will receive the **Studio Toolkit** at the lessons, and online students will be shipped the **Studio Toolkit**.

## Online Option for In-Studio Student Occasional Absence

As an advantage of Enrollment, In-Studio students are offered the benefit of having the ability to schedule an occasional online lesson when they are unable to attend a lesson in person. Students who desire to have this ability must pre-arrange with Skokstudio to ensure that the technology requirements for taking an online lesson have been met.

## Promotional Offer for Referring a New Enrolling Student

Students receive a free private lesson if they directly refer a new student to Skokstudio who then enrolls for private lessons.

## Promotional Offer for Families

Families receive an additional 5% discount off the Standard Per-Lesson Hourly Rate for each Subscription Package purchased when enrolling multiple immediate family members (parents and/or children siblings). Thus, Package A is a 10% discount, B is 15%, C is 20%, and D is 25%.

## Letters of Recommendation

Ms. Heidi Skok will write recommendation letters for students who have worked AT LEAST six months with her and have shown significant improvement. Letters of recommendation that meet these requirements need two weeks of notice and materials must be provided to Ms. Skok to write the letter, including envelope, stamp, email address name of recipient, and postal mailing address. Ms. Skok does not write open recommendation letters- only to direct recipients.

## Dismissal, Termination of Agreement Contract by Skokstudio

Students can be dismissed at the discretion of Skokstudio for one or more of the following reasons:

- Lack of attendance, Repeated Tardiness
- Lack of Practice and preparation
- Poor student conduct
- Unsatisfied performance requirements

Should the student be dismissed from Skokstudio lessons and Enrollment Terminated, there are NO refunds. Extenuating circumstances will be considered.

## Voluntary Withdrawal, Termination of Lessons Notification

If the Student wishes to terminate lessons at any point during the year, 30 days written notice is required. This written notice may only be delivered personally or via email. The Studio will not accept text messages, phone calls, or voicemails as appropriate notification for termination of lessons. The Student will be financially responsible for all lessons during the 30-day termination period. Students are not financially obligated for the remainder of their enrollment period following the 30-day notice. Thus, if a student becomes aware that they will need to withdraw/discontinue lessons at some point, they should not purchase a subscription package plan that would extend beyond this 30-day termination notification time.

## Media Release

Photos of students participating in lessons and video and audio recordings of student performances may be posted online and may be used in materials for educational, training, and promotional purposes. Parents wishing to exempt their minor students from any published media may do so by providing a written exclusion request.

## Terms and Conditions

Attendance in private lessons and use of the skokstudio.org website are subject to the following additional terms and conditions. Skokstudio may amend these terms at any time. In case of an amendment, agreements made under these terms will be deemed null and void, and a new agreement will be drafted for all parties to sign. (See **Amendment of Terms**)

## Missed Lesson Refunds

There are no refunds for missed lessons (no show) or for cancellations with less than 24 hours (i.e., payment is due whether or not you attend your lesson). However, Skokstudio will attempt to make up lessons whenever possible and appropriate when absences have been **Excused (see Attendance – Absence)**.

## Subscription Plan Refunds

Subscriptions Plan fees cannot be refunded for reason of withdrawal or dismissal. Within the first 30 days of a payment plan, pro-rated fees for 8-Lesson Plans, 12-Lesson and 24-Lesson Plans may be refunded at the sole discretion of Skokstudio for documented cases of long-term serious health condition of a student or immediate family member (i.e. parent of child student) or from catastrophic injury resulting in an inability to sing.

## Additional Terms and Conditions

### Website Usage Agreement between Student and Skokstudio LLC

The skokstudio.org website (the “Site”) is comprised of various web pages operated by Skokstudio. Skokstudio.org is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the “Terms”). Your use of skokstudio.org constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

Skokstudio.org is a Scheduling/Forum/Online Discussion Site. The Skokstudio.org website will provide the ability to schedule lessons, and will soon also offer premium membership access to guided self-study, personalized vocalist career development coaching, and community connection/support in the areas of communication, public speaking, and singing. In addition to monthly membership subscriptions to these online services, Skokstudio also offers enrollment in private in-person and online coaching sessions for communication, public speaking, and singing.

### Privacy

Your use of skokstudio.org is subject to Skokstudio’s Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

### Electronic Communications

Visiting skokstudio.org or sending emails to Skokstudio constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

### Your Account

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that Skokstudio is not responsible for third party access to your account that results from theft or misappropriation of your account. Skokstudio and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content at our sole discretion.

### Children Under Thirteen

Skokstudio does not knowingly collect, either online or offline, personal information from persons under the age of thirteen. If under 18, students may use skokstudio.org to schedule a lesson only with permission of a parent or guardian.

### Links to Third Party Sites/Third Party Services

Skokstudio.org may contain links to other websites (“Linked Sites”). The Linked Sites are not under the control of Skokstudio and Skokstudio is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. Skokstudio is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by Skokstudio or the site or any association with its operators.

Certain services made available via skokstudio.org are delivered by third party sites and organizations. By using any product, service, or functionality originating from the skokstudio.org domain, you hereby acknowledge and consent that Skokstudio may share information and data with any third party with whom Skokstudio has a contractual relationship to provide the requested product, service or functionality on behalf of skokstudio.org users and customers.

### International Users

The Service is controlled, operated and administered by Skokstudio from our offices within the USA. If you access the Service from a location outside the USA, you are responsible for compliance with local laws. You agree that you will not use the Skokstudio Content accessed through skokstudio.org in any country or in any manner prohibited by applicable laws, restrictions or regulations.

## **No Unlawful or Prohibited Use/Intellectual Property**

You are granted a non-exclusive, non-transferable, revocable license to access and use skokstudio.org strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant to Skokstudio that you will not use the Site for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site. You may not obtain or attempt to obtain materials or information through any means not intentionally made available or provided for through the Site.

All content included as part of the Service, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is property of Skokstudio or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

You will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site. Skokstudio content is not for resale. Your use of the Site does not entitle you to make any unauthorized use of any protected content, and you will not delete or alter any proprietary rights or attribution notices in any content. You will use protected content solely for your personal use and will make no other use of the content without the express written permission of Skokstudio and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of Skokstudio or our licensors except as expressly authorized by these Terms.

## **Use of Communication Services**

The Site may contain bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others; publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer; advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct or forward surveys, contests, pyramid schemes or chain letters; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded; restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular Communication Service; harvest or otherwise collect information about other users, including e-mail addresses, without their consent; violate any applicable laws or regulations.

Skokstudio has no obligation to monitor the Communication Services. However, Skokstudio reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. Skokstudio reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever. Skokstudio reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in Skokstudio's sole discretion.

Always use caution when giving out any personally identifying information about yourself or your children in any Communication Service. Skokstudio does not control or endorse the content, messages or information found in any Communication Service and, therefore, Skokstudio specifically disclaims any liability with regard to the Communication Services and any actions resulting from your participation in any Communication Services. Managers and hosts are not authorized Skokstudio spokespersons, and their views do not necessarily reflect those of Skokstudio. Materials uploaded to a Communication Service may be subject to posted limitations on usage, reproduction and/or dissemination. You are responsible for adhering to such limitations if you upload the materials.

## **Materials Provided to skokstudio.org or Posted on Any Skokstudio Web Page**

Skokstudio does not claim ownership of the materials you provide to skokstudio.org (including feedback and suggestions) or post, upload, input or submit to any Skokstudio Site or our associated services (collectively "Submissions"). However, by posting, uploading, inputting, providing or submitting your Submission you are granting Skokstudio, our affiliated companies and necessary sublicensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce, edit, translate and reformat your Submission; and to publish your name in connection with your Submission.

No compensation will be paid with respect to the use of your Submission, as provided herein. Skokstudio is under no obligation to post or use any Submission you may provide and may remove any Submissions at any time in Skokstudio's sole discretion.

By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

## **Indemnification**

You agree to indemnify, defend and hold harmless Skokstudio, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorney's fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with Skokstudio in asserting any available defenses.

## **Class Action Waiver**

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. THE PARTIES AGREE THAT A PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN EACH'S INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PUTATIVE CLASS, COLLECTIVE AND/OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both you and Skokstudio agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

## **Liability Disclaimer**

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## **Arbitration**

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitrations pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, in a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgement may be entered upon it in any court having jurisdiction. If any legal or equitable action, proceeding arbitration arises out of or concerns these Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regard to these Terms and Conditions or any disputes arising as a result of these Terms and Conditions, whether directly or indirectly, including Tort claims that are a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

## **Amendment of Terms**

Skokstudio reserves the right, in its sole discretion, to change the Terms under which attendance at Skokstudio and use of skokstudio.org are offered. The most current version of the Terms will supersede all previous versions. Skokstudio encourages you to periodically stay informed of our updates.

## **Privacy Notice**

### **Data Protection, Information usage**

This privacy notice discloses the privacy practices for Skokstudio and our website; <https://skokstudio.org>. This privacy notice applies solely to information collected by this website, except where stated otherwise. It will notify you of the following:

- What information we collect;
- With whom it is shared;
- How it can be corrected;
- How it is secured;
- How policy changes will be communicated; and
- How to address concerns over misuse of personal data.

### **Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g., to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

### **Your Access to and Control Over Information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number provided on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data

## **Registration**

In order to use this website, a user must first complete the registration form. During registration a user is required to give certain information (such as name and email address). This information may be used to contact you about the products/services on our site in which you have expressed interest. At your option, you may also provide demographic information (such as gender or age) about yourself, but it is not required.

## **Purchases**

We request information from you on our order form. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

## **New Client Information Requests**

We request information from you on our information request for. To receive information about our services, you must provide information (like name and email address). This information is used for sending you information about our products and services.

## **Sharing**

We partner with another party to provide specific services, such as billing and scheduling. When the user signs up for these services, we will share names, or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

## **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (e.g. billing or customer service) are granted access to personally identifiable information. The computers/servers on which we store personally identifiable information are kept in a secure environment.

## **Cookies**

We do not currently use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site.

Some of our business partners may use cookies on our site (e.g., advertisers). However, we have no access to or control over these cookies.

## **Links**

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.