



# STUDENT HANDBOOK

OF STUDIO POLICIES  
AND PROCEDURES

SKOKSTUDIO VOCAL INSTRUCTION

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# One-Page Overview of Skokstudio Policies and Procedures

## Online Voice Lessons at Skokstudio

1. Private voice lessons at Skokstudio are currently taught only online, using Zoom. Lessons are not taught in person.
2. Students are required to use a laptop/desktop computer, and cannot use a phone or a mobile device for taking lessons.
3. Lessons are offered primarily through annual **Enrollment** to eligible singers of all development levels.
4. Before attending lessons, all student candidates first take an *initial Trial Lesson* to determine enrollment eligibility, in addition to student development level and academic goals.
5. Lessons are also offered on an **Open-Registration** (per-lesson) basis without enrollment, but limited only to advanced professional singers. Eligibility is determined at Skokstudio's discretion and may also require an initial Trial Lesson.
6. All singers ages 18+ are eligible. Exceptional teenage students, ages 13+ will also be considered, depending on prior experience, demonstrated maturity, talent, and the student's own ability to communicate their current goals.
7. Enrolled students are shipped both a **REST™ Toolkit** and an **Enhanced Online Equipment Toolkit** to their address.
8. The annual **Enrollment Registration Fee** is \$150 for all Enrolling students. This fee reserves a student's place for a year.
9. Students must use higher quality microphone and headphone equipment. Students who do not already own equipment may sign a **Student Equipment Loan Agreement** to have the **Enhanced Online Equipment Toolkit** shipped to them. The **Enhanced Online Equipment Toolkit** may also be purchased for \$180 payable in full, or as 3 monthly payments of \$60.
10. Students each sign a *Student Enrollment Agreement* every enrollment year, acknowledging the eligibility requirements and expectations of Communication, Attendance, Practice/Preparedness, Conduct, and Performance.

## Scheduling and Payment

1. Payments for individual lessons and subscription tuition package plan fees are accepted by credit card online at the time of scheduling/renewal, at least 24 hours prior to the appointment time requested.
2. Lessons are scheduled online using the Acuity Appointments system. Students must schedule their regular weekly lessons themselves when their monthly subscription has automatically renewed, during the last week of the month.
3. When a subscription package plan is newly purchased or renews, an email confirmation is sent to notify the student.
4. Students then self-schedule their lessons with Acuity using the link in the subscription renewal confirmation email.
  - a. After scheduling each lesson, students get an **email confirmation** from Acuity of the lesson appointment.
  - b. The email confirmation contains a Cancel/Reschedule button to cancel or schedule a make-up lesson.
  - c. The email confirmation also contains a link to an Acuity Appointments web page for the appointment.
  - d. The Acuity Appointments appointment page has the link to the scheduled Zoom Meeting for the lesson.
5. Make-ups must be rescheduled at least 24 hours before the lesson, after which Acuity only permits cancellation.
6. Make-ups are permitted for two lesson "sessions" every sixty days, up to a maximum limit of 12 per enrollment year.
7. Make-ups must be scheduled and attended within 7 days of the original lesson or will be counted as a missed lesson.
8. Students can contact the Studio Manager about any scheduling issue by sending email to: [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org)
9. There are no refunds for missed lessons, cancelled lessons, or missed make-up lessons.

## Attendance Expectations

1. All students are expected to attend no less than four hours of lessons per month, with the exception of brand-new beginner students who take just two hours per month (four 30-min Technical sessions, only) for the first two months.
2. Lesson time for late arriving students will not be extended or carried over. Arriving more than 10 minutes late without prior notice by email/SMS/phone will count as a "no-show".
3. Repeated lateness, no-shows, or cancellations will result in dismissal from private lesson enrollment.
4. **Student Illness:** Even though lessons are online and not being held "in person", **when a student is sick, they should not attend their online lesson** and should either reschedule or cancel the lesson. Attempting to sing while ill is potentially damaging to a singer's voice and must be prevented under any circumstance. Students may be dismissed from a lesson at the instructor's discretion for attending while presenting obvious signs of illness such as coughing, hoarseness, sneezing, runny nose, etc. and will not receive a make-up.

## Communication

1. **For all communications related to scheduling/attendance, you must send email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).**
2. Do not use the studio phone, voicemail, SMS, or messaging channels as the ONLY means of communication about scheduling/attendance. You may call, SMS, or message, but you **must also** send email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).
3. For all lesson-related communications (questions, feedback, concerns) please send email to [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org).
4. **Please allow 24 hours for a response**, including when waiting for approval for scheduling an alternate lesson date.

## Regular Hours of Studio Operation

Skokstudio is located at 8789 Mentor Avenue in Mentor, Ohio, and is the physical location where Master Vocal Instructor Heidi Skok conducts her online lessons. The studio offers online lesson appointments for students who have scheduled at least 24 hours in advance. The studio is not currently open to students for in-person lessons. The following chart is the standard weekly schedule for lesson appointment availability in the Acuity Appointments online self-scheduling system:

<b>Monday</b>	(1pm to 7pm)
<b>Tuesday</b>	(1pm to 7pm)
<b>Wednesday</b>	(1pm to 6:30pm)
<b>Thursday</b>	(1pm to 7pm)
<b>Friday</b>	(1pm to 7pm)
<b>Saturday</b>	(10am to 3pm)
<b>Sunday</b>	Closed

## Skokstudio Annual Holiday Schedule 2022

The studio observes ONLY the following holidays and will be closed. Enrolled students that normally have their lesson on a day that is a holiday must choose another day that same week for their lesson when scheduling, if possible. *In some cases, a month will have a fifth week that also includes the student's regular lesson day of the week, and a student can thus easily reschedule the holiday-occurring lesson to that fifth week.* Students with advance knowledge that they will be taking a holiday vacation and will be absent for multiple lessons should notify the Studio Manager at [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) if rescheduling assistance with Acuity is needed due to limited schedule availability during that holiday.

- Winter Holiday Season Break 2021-22: Thursday, December 23, 2021 – Monday, January 3, 2022
- Martin Luther King Jr. Day: Monday, January 17, 2022
- Memorial Day: Monday, May 30, 2022
- Independence Day: Monday, July 4, 2022
- Labor Day: Monday, September 5, 2022
- Thanksgiving Day: Thursday, November 24, 2022
- Friday after Thanksgiving Day: Friday, November 25, 2022
- Winter Holiday Season Break 2022-23: Thursday, December 22, 2022 – Monday, January 2, 2023

## Scheduling Lessons

1. After scheduling and attending an initial 30-minute Trial Lesson session, new student applicants may then be eligible to **Enroll** as privately attending students of Skokstudio, or to attend as **Open-Registration** students.
2. Appointments must be made at least 24 hours in advance.
  - a) Payment is made in full at the time of scheduling a lesson (or auto-renewed if by subscription).
  - b) Form of payment accepted online is credit/debit card.
3. Enrolled student weekly lesson reservations are at the same days/times each week, for the first four weeks every month. Reserved weekly lesson days/times are chosen when a student enrolls.
4. Lessons are offered as either a specifically designated **“Technical”** or **“Repertoire-building”** session.
5. Lessons are purchased as Subscription Tuition Packages of multiple lessons which automatically renew each month.
6. Students receive an email notification of the renewal with a link to self-schedule the lessons from the renewed package plan during the last week of each month. Students then self-schedule their chosen reserved lesson days themselves using the Acuity Appointment online scheduling system.
7. Students do not need to be enrolled to participate in Open-Registration Lessons, Classes, Workshops, Retreats/Camps, or Intensive Training, but may be required to take a Trial Lesson to determine eligibility.

## Private Voice Lessons by Enrollment

Private voice lessons at Skokstudio can be reserved by currently Enrolled students. Regular lessons are scheduled in recurring weekly time slots that are scheduled for the same day and time each week. Depending on the intensity of study, privately attending students must take at least two lessons per week, totaling a minimum of eight regular lessons each month. Note: New beginner students take only four 30-minute lessons per month for the first two months. Students can also schedule additional individual lessons whenever desired. Extra lessons can be scheduled for any convenient time slot.

### *Private Individual Lessons*

- Private individual (1-on-1) lessons are conducted online via Zoom in 30 and 60-minute sessions.
- Lessons are scheduled as either a **Technical session** or a **Repertoire-building Session**.
- Students take a minimum of one lesson of each type per week for a total of at least eight sessions per month (after two initial months of four 30-minute Technical lessons per month).

### *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 desire to be trained together.
- A group of enrolled students who wish to attend a private group lesson together must coordinate directly with their Group Representative, who acts as the financially responsible entity for payment of the group’s ongoing lesson fees throughout the enrollment term.
- This type of lesson is suited for singing groups, choirs, and students who want to sing together.
- Group lessons can have 2 to 5 students and are held as one-hour (minimum) length lessons.
- Group pricing and subscription packages for enrolled groups is available upon request. Contact the Studio Manager at [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) for more information.

# Taking Voice Lessons at Skokstudio

## Lesson Formats and Length

Private Voice Lessons are delivered in two formats: **Technical** and **Repertoire-building**. Students take one lesson of each type every week. Each format consists of specific, regular planned activities that are presented in 30 or 60-minute length sessions. A 60-minute lesson may also contain additional planned activities in a typical lesson routine that can't be offered in 30-minute lessons. Students under 18 are not permitted to take more than one 30-minute lesson per day. Students 18+ may take both lesson types on the same day, if scheduled back-to-back, and with up to 90 minutes maximum in total time.

### Technical Session

All Technical sessions begin with a brief moment of focus on positivity. Master Instructor Heidi Skok traditionally uses three quick positive quotes, generically taken from notable literary and historical figures. A 60-minute lesson also then includes less than five minutes of calm mental preparation and centering to ready the student for the enduring hour ahead. Skokstudio emphasizes the importance of having a clear, well-focused, positive mindset so that the work also follows a path of positivity and achievement, which in turn provides a feeling of confidence and self-love.

Each lesson then follows with lip-flutter and tongue-flutter exercises. These exercises will last five to ten minutes, depending on the student ability. Again, also depending on student ability, in a 30-minute lesson there will then be two to three specially crafted exercises that handle areas of breath support, chest voice, head voice, and the combination of head and chest.

A 60-minute lesson will have four to six custom exercises. In both a 30 and 60-minute lesson, some of these exercises will utilize the REST™ Toolkit of auxiliary tools that is shipped to each enrolled student. Master Instructor Heidi Skok meets the individual need of the singers as the work is being done, and addresses issues and works to solve them in the moment. Singers develop confidence as they work through the technical process.

### Repertoire-building Session

The Repertoire-building lesson also begins with three positive quotes. There is no technical exercise work in this lesson format. Technical corrections, however, will be made during the working session within the repertoire itself.

For each 30-minute lesson, Master Instructor Heidi Skok has either assigned one to two songs, or the student has chosen for themselves. A 60-minute lesson will have three to four songs that will be worked on, which will be either assigned or chosen. Songs are selected that are a good technical fit with respect to range, ability, and style for the individual voice. The instructor does assign Classical repertoire to each student, but for technical purposes, only. The student then sings in any genre that their voice best resides.

With online lessons over Zoom, the songs in lessons are sung either acapella, with Karaoke, or while singing along with another artist on YouTube. For some repertoire, Master Instructor Heidi Skok can record on the keyboard for the singer, and upload to the singer so that on the singer's end, they can play the accompaniment and sing to it. Also, apps are available that provide accompaniment.

## Open Registration Vocal Instruction

### Lessons, Classes, Workshops, Retreats/Camps, and Intensive Training

Skokstudio also offers vocal instruction to students who have not enrolled. Public “Open Registration” vocal instruction is conducted under several formats such as **Lessons, Classes, Workshops, Retreats/Camps, or Intensive Training**. These Open Registration formats are sometimes offered in cooperation with other partner arts organizations such as **The Center For Rock Research** 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. These lessons can occur in a single day, in a span of several days, or may happen over a series of consecutive weeks. *Open Registration Lessons, Classes, Workshops, Retreats/Camps, and Intensive Training group lessons may require an audition, Trial Lesson, or evaluation to determine a student’s suitability for participation.*

> Open Registration Lessons are only available to current professional artists who cannot commit to Enrollment in Private Lessons due to their performance schedule and to established professional performers who have an upcoming audition.

> 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 (or partnering organization Resonanz Opera) for insufficient attendance.

- A **workshop** is typically either a single or multiple day event, usually lasting at least an hour but not more than eight hours total, even if multiple days. Workshops are uniquely and specifically oriented to address a specific need, goal, or area of focus of vocal instruction and performance.
- **Retreats** and **camps** are more general in nature and may last one to three days (retreat) or three to five days (camp). Each day of a retreat or camp may last 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 program session lasts two to four weeks, ending in a public performance, concert and/or a theatrical production (such as an opera).



## Eligibility for Vocal Instruction at Skokstudio

Skokstudio is dedicated to training serious singers, ages 18 and older, who want to develop their singing ability in any music genre, through the application of classical vocal technique. 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, but singers with no professional goals will also be considered based upon their exhibited enthusiasm and level of commitment as well. *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 Trial Lesson session.*

### Students Under Age 18

In certain circumstances, students who are exceptionally talented teenagers under age 18 may also be considered for private instruction as well. Students must be able to clearly demonstrate that they possess the necessary high level of commitment required by Skokstudio. Students under 18 may take lessons only with parental/guardian consent, and are then permitted to take only 30-minute lessons, unless otherwise directly approved by Skokstudio. Parents of students under 18 will sign the Student Enrollment Agreement instead of the student themselves, as it is a legally binding document describing student obligations and the provision of services by Skokstudio.

### Music Literacy Requirement

*The ability to read music* is a basic prerequisite for all new students seeking professional training at Skokstudio. Alternatively, new students who have identified pre-professional goals should at least be currently taking regular, formal music lessons taught by an instructor. The ability to read music is one skill that commonly distinguishes "professionally-trained musicians" who intend to build a singing career from avocational students who enjoy singing for only fun and personal entertainment.

However, both new and avocational (non-professional) students who have a goal of only either "**Enjoyment**" or "**Exploring**" (see *Identifying Vocalist Professional Goals*) are not required to read music but must understand that their progress as a pre-professional student of voice depends on this ability.

### Principles of Nondiscrimination, Inclusion, Diversity, Social Equality

Skokstudio enforces a policy of nondiscrimination for any reason of race, religion, ethnicity, gender, gender identity, or body shape in all company activities. Additionally, Skokstudio does not have an upper boundary to student age eligibility. Along with its sister organization Resonanz Opera, Skokstudio seeks to promote principles of inclusion, diversity and social equality in the Arts.

### Personal Computer and Stable, High-Speed Internet Requirement for Online Lessons

Online Lessons require that students must use a home computer or laptop with webcam. Students are required to use either a Mac or PC, (either a laptop -or- desktop with webcam) with a **fully updated** version of OS X or Windows 10/11. **Students are required to have a high-speed internet connection that remains stable throughout the lesson. If an internet connection is unstable or poor quality, a lesson may be ended at the instructor or studio manager's discretion and a makeup will not be offered.** Students must be able to download and install Zoom to their computer, which must also meet Zoom's minimum computing requirements (See Preparedness). **Cell phones, tablets, Chromebooks or other mobile devices are not permitted for online lessons.** These devices do not provide the Zoom settings for HD audio that are needed, and they do not have high enough quality microphones capable of capturing a singer's full voice without distortion.

## Initial Trial Lesson Session

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. The studio reserves the right to determine eligibility for all candidate students through an initial Trial Lesson session. Candidate students to have the opportunity to share their vocal background and goals with Skokstudio by requesting a Trial Lesson at the Skokstudio.org website: <https://skokstudio.org/new-student>

- During the initial Trial Lesson session, if Zoom reports that the student's internet is too slow or wi-fi signal too weak, moving closer to the wi-fi router should improve the signal strength. If this does not improve the signal strength, the student may be unable to take online lessons at Skokstudio unless the student contacts their ISP to increase the speed to High-Speed Internet. This could for some students be an added personal expense that should be considered essential for today's singer who studies online, and providers now make faster home internet service speeds more affordable.
- Students must be prepared to demonstrate that they can read music if asked, or must be able to share the name and institution of the instructor currently (or most recently) teaching them to read.
- Skokstudio lessons demand a level of physical participation which require students to freely move around, stand or crouch for periods of time, and of use a variety of light fitness equipment.
- Students with physically limiting conditions or with less severe cognitive challenges may be considered for eligibility at the sole discretion of Skokstudio. The instructor is capable of modifying the curriculum to meet the needs of the student, and will endeavor to do so where practical. Please communicate any specific needs to find out if adjustments can be made to some of the special exercise techniques.
- During the Trial Lesson, parents of exceptionally talented student children under 18 should communicate to the instructor any learning or social/behavioral challenges that they are formally aware that their child possesses in order 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 candidates with hearing impairment and for candidates who are otherwise unable or unwilling to meet the requirements of full physical and cognitive participation.

## Student Enrollment

Contrary to much of what is seen in film and on tv, in the real world 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. Master Instructor 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 seeks singers at all levels of development who have a desire to sing well, a willingness to learn, and the dedication that is required to be a successful professional vocalist.*

Students must complete the annual **Enrollment Process** every year to regularly attend weekly lessons at Skokstudio. Skokstudio not only provides individual and group private lessons for Enrolled students, but also additionally offers special Open-Registration vocal instruction to (non-enrolled) singers as well. Open Registration instruction is offered in formats such as Lessons (only for advanced professionals), Classes, Workshops, Retreats/Camps, and Intensive Training sessions.

- After taking a Trial Lesson, new student candidates may enroll at any time during the year.
- Enrollment is for a term of one year that begins starting from the date of signing the Student Enrollment Agreement. **This flexible start date allows students interested in long term formal vocal study the ability to begin right away, at any time of year**, instead of only at one or two start dates prior to a “Spring Term” or “Fall Term”. Skokstudio does not have a fixed annual term.
- Because Skokstudio has a flexible Enrollment start date and **does not have a Standard Annual Term that starts on specific date each year**, Skokstudio may need to make changes to current tuition rates, and the variety and/or makeup of package plan offerings at some point during any enrollment year. These changes will immediately go into effect during the next month of renewals for all students regardless of enrollment date. Students will be notified of these changes prior to them taking effect. (*See Additional Terms and Conditions - Amendment of Terms*)
- Established prices, terms, and student obligations are published in the most current version of this Student Handbook of Studio Policies and Procedures, made available to students at all times.

## The Enrollment Process

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 receive the discounted subscription rate and other benefits of enrollment. To complete Enrollment each year, all students must sign the Student Enrollment Agreement and pay the annual Enrollment Registration Fee.

**STEP 1:** Sign the *Student Enrollment Agreement*. The Agreement requires the student to complete the steps of enrollment and to adhere to the policies and procedures described in this Handbook.

**STEP 2:** Pay the annual **Enrollment Registration Fee** of \$150.

**STEP 3:** Students must have high quality microphone and headphone equipment for online lessons. Enrolled students who do not already have their own high-quality equipment can sign the ***Student Equipment Loan Agreement*** to have Skokstudio ship an **Enhanced Online Equipment Toolkit** to their address. Students may also purchase the **Enhanced Online Equipment Toolkit** to own for a \$180 fee paid in full at the time of enrollment or as 3 monthly payments of \$60.

**STEP 4:** New students select a **Subscription Tuition Package Plan** that suits their development goals.

- a) New students pay first month of Subscription Tuition Package Plan at the time of enrollment.
- b) Subscription Tuition payment is accepted by credit card, auto-renewed last week of every month.
- c) Students are only permitted to attend enrolled lessons with an active Subscription Plan in place.

## Student Annual Enrollment Agreement

All enrolling students must sign a new *Student Enrollment Agreement* each year they attend. The Enrollment Agreement describes both student requirements and services by Skokstudio. It states:

1. The student agrees to study with Skokstudio for a term of one year from the date of agreement.
2. The student agrees to adhere to all studio policies and procedures as stated in the **Student Requirements and Expectations** section of this Handbook.
3. The student agrees to pay the *Student Enrollment Registration Fee*, unless waived by a promotion.
4. The student agrees that either:
  - a. they already have their own high-quality microphone and headphones equipment  
**-or-**
  - b. they will sign the ***Student Equipment Loan Agreement*** to rent an *Enhanced Online Equipment Toolkit* from Skokstudio  
**-or-**
  - c. they will purchase an *Enhanced Online Equipment Toolkit* from Skokstudio for a fee of \$180. This can be paid in full at the time of enrollment or in three \$60 monthly installments.
5. The student will maintain an active **Subscription Tuition Package Plan** during the enrollment term.

Since Skokstudio has a flexible enrollment start date, monthly subscription tuition rates and package plan offerings are not fixed, “price locked”, or guaranteed by the Student Enrollment Agreement for the entire period of a student’s enrollment because occasionally, changes to current offerings and the addition of new offerings could be made at some point during a given calendar year. All students will be notified of these changes to current offerings or the addition of new offerings when they do occur.

## Annual Enrollment Registration Fee and Benefits

The annual *Enrollment Registration* fee is a non-refundable deposit of **\$150** which holds a student's place in Skokstudio's lesson schedule for one year. The Registration Enrollment Fee also provides exclusive benefits available only to enrolled students.

- Guaranteed fixed weekly time slots each month and easy 24/7 online self-scheduling/rescheduling.
- Students receive email notifications and Calendar alerts of upcoming lessons.
- Upcoming scheduled lessons can be added to student's personal Google and/or Outlook calendar.
- Instructor is available by email to answer between-lesson questions and will reply within 24 hours.

### **The REST™ Toolkit**

Shipped to all students, the REST™ Toolkit contains six or seven auxiliary vocal therapeutic tools and fitness equipment items used in Skokstudio lessons, all kept in a Skokstudio tote-bag.

### **The Enhanced Online Equipment Toolkit**

All enrolled students are shipped a USB microphone, Bluetooth headphones, and a mic pop-filter!

### **Video Recordings of All Lessons**

All lessons are recorded for students to download and review for practice between lessons.

### **Twelve Free EXCLUSIVE Monthly Group Classes**

Students are offered the additional opportunity to come together and learn by helping each other grow through demonstrating, accepting, and encouraging each other's work and talent. Master Instructor Heidi Skok offers guidance to attending students as they perform their current work.

### **Access to Private Student Facebook Group with EXCLUSIVE Vocal Training Content**

Students are invited to join the Skokstudio Student Facebook Group, where Skokstudio delivers exclusive vocalist training content for enrolled students, featuring the REST™ Technique.

### **Discounted Lesson Package Prices**

Subscription Packages offer a discounted lesson fee rate from the standard single lesson fee rate.

### **Easy Tuition Payment Plan**

Tuition is paid in monthly installments, automatically billed to student credit card for convenience.

### **Professional Expert Support Provided from In-House Studio Manager of Operations and Technology**

The Studio Manager not only manages the day-to-day activities of the studio's operation, *but is also present in the studio's control room and actively support the studio's video conferencing system during all lessons Monday-Friday, 1pm to 9pm, and Saturday, 10am to 3pm.* As well, the Studio Manager supports all individual student scheduling, administrative, technical set-ups, and troubleshooting needs. He directly assists both the student body and Master Instructor Heidi Skok by providing immediate online instructional technology support as well as managing Skokstudio's administrative operations and strategic business development.

### **Performance Opportunities**

Students are eligible to participate in performance opportunities through Resonanz Opera.

Additionally, students of high vocal achievement may also be invited by Heidi Skok to audition to become her singing partner in the *"In Fine Leather"* vocalist duo project, produced by Resonanz Opera and Skokstudio as a "teacher/student duo".

### **Promotional Exposure**

Students are eligible to receive promotional exposure on social media and website, if desired.

- **COMING SOON: Student Portal** online access to scheduling, view lesson recordings, upload music
- **COMING SOON: Skokstudio REST™ Toolkit training videos** and custom video exercise lesson plans

## REST™ Toolkit

Skokstudio has created a special vocal instruction auxiliary **REST™ Toolkit** of six or seven small to mid-sized therapeutic and fitness-oriented exercise items such as a yoga mat, a yoga block, and exercise stretch-bands, all directly utilized during all Skokstudio private lessons. **All newly enrolled students will receive the REST Toolkit**, which is kept together in a Skokstudio tote-bag, and shipped directly to their address. The REST Toolkit will be periodically updated at the discretion of Skokstudio. The REST Toolkit is made available to students through the enrollment fee, but can also be purchased alone. Students will also have access to video demonstrations of training exercises utilizing the REST Toolkit.

## Enhanced Online Equipment Toolkit Requirement

The quality of audio during an online lesson is extremely important and depends on many technical factors, especially the equipment that is used by the student. Skokstudio has carefully selected several pieces of studio equipment that are essential for online vocal students to use, and has bundled them together in an **Enhanced Online Equipment Toolkit** that considerably improves the quality of online lessons. All newly enrolling students can rent the Enhanced Online Equipment Toolkit from Skokstudio, shipped to their address, by signing a *Student Equipment Loan Agreement*. The Studio Manager will help them set up and configure the Toolkit to their laptop or desktop home computer. Contact the Studio Manager for technical assistance at [info@skosktudio.org](mailto:info@skosktudio.org).

If a student would like to own the Enhanced Online Equipment Toolkit there is a **\$180** fee which can be paid in full at the time of enrollment. Alternatively, a student can pay \$60 at the time of enrollment, and then make two more additional automatic payments of \$60 each month for the next two months when their lesson subscription package plan renews.

Students who have confirmed with the Studio Manager that they already possess equivalent studio equipment prior to enrollment do not have this requirement.



*Enhanced Online Equipment Toolkit*

*The Enhanced Online Equipment Toolkit contains a home-studio grade USB microphone, a gooseneck mic pop-filter, and also a pair of high-quality Bluetooth headphones which has a special necessary “Talk-thru” feature allowing students to hear themselves sing while wearing them. Wireless headphones are necessary to allow students to freely move many feet away from the computer during their lesson and to be able to perform vocal exercises that require the student to get down on the ground on the yoga mat included with the REST™ Toolkit.*

## Subscription Tuition Package Plans

All enrolled students have an active Subscription Tuition Package Payment Plan in place at all times during the course of the enrollment year in order to be considered “currently enrolled”. The Subscription Tuition Package Plans are packaged as multiple lessons that are discounted from the standard single lesson rate when purchased at the same time. Subscriptions are automatically renewed in the last week just prior to the month of their intended use. These tuition packages are considered a subscription plan because they renew monthly, and they “expire” at the end of the enrollment term.

- All lessons are 30 or 60 minutes in length.
- Students under the age of 18 can schedule only 30-minute lessons, and not more than one per day.
- Lessons are scheduled at the same day and time each week, during the first four weeks of a month.
- Enrollment packages plans are made up of **4 Technical** lessons and **4 Repertoire-building** lessons scheduled as one lesson of each type per week. Tech/Rep lessons can be taken back-to-back if 18+.
- New Beginner students take only four (4) x 30-minute Tech lessons/month *for the first 2 months*.
- Students schedule 2 to 4 regular lessons per week, depending on their development level.
- New students pay the first month of their Subscription Tuition Package Plan during enrollment.
- Subscription Tuition payment is accepted by credit card, auto-renewed in last week of the month.
- Enrolled students may schedule extra lessons in addition to the subscription package at any time.
- A student must be sure that their subscription renewal does not fail automatic payment or it could result in the inability to schedule their regular lessons, and possible loss of their regular time slot.
- Lesson Tuition rates, Subscription Package Plan offerings and fees may be subject to change and will be announced along with an update to this Student Handbook of Policies and Procedures.

## Selecting a Tuition Package Plan

When selecting a package plan, several factors are considered. The student’s development level and their current goals as a singer are both important to take into account. After identifying the student development level and their goals, the Tuition Package Plan that best suits a student can be selected.

## Identifying Student Development Level

Prior to initially enrolling, a student’s general level of development has been determined during their student’s Trial Lesson. Development level is primarily based upon amount of prior formal training.

For our package plans, a student’s development level may be **Beginner**, **Intermediate**, or **Advanced**.

- **Beginner (Year One and all Students under 18)**
  - Students under 18 years old
  - Students age 18+ who have completed less than 1 year of regular weekly 30-minute lessons
- **Intermediate (Year Two / Year Three+)**
  - Students age 18+ who have completed 1 to 3 years of regular weekly lessons
  - Students under 18 years old may only be considered after completing 4+ years of lessons
- **Advanced (Year Four+)**
  - Students who have already earned a Bachelor’s degree in Vocal Performance
  - Students who have completed the equivalent of 3+ years of regular 60-minute weekly lessons

## Identifying Student Vocalist Goals

The enrolling student’s immediate, near term, and potential future goals as a singer must be identified and taken into account. These goals will also help **match** a student to a specific development level, and could suggest whether they may want to progress at a faster or slower pace. As well, for the singer who is a highly committed pre-professional or professional vocalist, the pace or intensity of study can be limited by a singer’s available resources of time and finances.

- **Enjoyment.** I do not have professional goals, but I enjoy singing and simply want to sing well. Singing is a hobby. I do not intend to pursue a formal career as a vocalist. However - I can show that I am able to make the serious commitment and devotion of time and resources required to develop my vocal talent even if just for my own personal satisfaction.
- **Exploring.** I am exploring the possibility of a professional career in singing. I am a highly driven individual with yet untrained singing talent, and I presently want to discover if I may yet want to commit myself to pursue formal training to become a professional singer.
- **Building.** I want to build my vocal ability through classical voice training, with the intention to sing professionally. I am a new or developing pre-professional singer who has already shown my commitment to become a professional vocalist through my track record of prior training and possibly with past public performance experience, but I know that I need further formal training to build the voice and career that I want to have.
- **Transforming.** I am a professional vocalist (or pre-pro with prior intermediate-level formal voice training) seeking to radically change something about my voice or ability to perform. I may be a student changing vocal fach or seeking to dramatically extend my vocal ability, style, or endurance.
- **Refining** I am a professional singer seeking to further develop my voice and ability to perform.
- **Mentoring.** I am seeking training to both a singer and vocal instructor. I am seeking continued training for my own vocal development as well as training to teach voice to others as an instructor.
- **Repairing.** I am a professional vocalist who is recovering from vocal injury or damage seeking to therapeutically repair my voice and ability to perform vocally in a private setting.
- **Targeting.** I am a professional vocalist (or pre-professional with prior training) either seeking assistance with a specific vocal part or role, or who wants prep coaching for upcoming auditions.

## Vocalist Goals Matched to Appropriate Development Level

Students will consult with the Master Instructor Heidi Skok to determine the package plan that best suits their goals at their current level. A student’s development level has been identified during their initial Trial Lesson by Master Instructor Heidi Skok. The Package Plan will be reviewed annually.

	Enjoyment	Exploration	Building	Transformation	Refinement	Mentoring	Repairing	Targeting
Beginner	✓	✓	✓				✓	
Intermediate			✓	✓	✓			✓
Advanced			✓	✓	✓	✓	✓	✓



## Tuition Pricing

- Standard hourly lesson rate for **single** ad-hoc lessons is **\$150**, available only to advanced students.
- Enrolled hourly lesson rate for lessons sold as monthly subscription packages is **\$125/hr**.
- Open Registration Subscription packages of lessons are available for **\$140/hr**.
- Standard Annual Enrollment Registration Fee for Enrolled Students is **\$150**.
- When Enrolled, includes Free REST toolkit and rental of Enhanced Online Equipment toolkit.
- Group lesson pricing is available upon request.

## Subscription and Package Plan Pricing

Tuition is paid in monthly subscription payment plan installments. The plan chosen depends upon the student's development level and intensity of study. Group subscription pricing is also available.

	Trial Packages		Open Registration Packages			Enrollment Packages	
<b>Package Name</b> <i>(Student Goal)</i>	<i>I am... "Exploring"</i>	<i>I am... "Exploring"</i>	<i>I am... "Exploring" "Enjoyment" "Targeting"</i>	<i>I am... "Transforming" "Refining" "Targeting" "Restoring"</i>	<i>I am... "Stepping Up" "Building" "Refining" "Targeting" "Mentoring" "Restoring"</i>	<i>I am... "Committing to Build My Voice" "Building" "Mentoring" "Restoring"</i>	<i>I am... "Presenting My Voice"</i>
<b>Package Description</b>	<i>New Beginner Trial Package</i>	<i>Standard Trial Package</i>	<i>"Á la Carte" Package</i>	<i>3-month Subscription Package</i>	<i>6-month Subscription Package</i>	<i>12-month Subscription Package</i>	<b>CRR Recording Artist Packages</b> <i>3 recordings and (4) x 30-min Rep lessons</i>
<b>Length</b>	4 weeks	4 weeks	4 weeks	12 weeks	24 weeks	48 weeks	4 lessons
<b>Monthly Time</b>	2 hours <i>(4 lessons x 30-min)</i> <b>Tech only</b>	4 hours <i>(8 lessons x 30-min)</i> <b>Tech + Rep</b>	2 hrs / 4 hrs	2 hours <i>(4 lessons x 30-min)</i> <b>Tech only</b>	4 hours <i>(8 lessons x 30-min)</i> <b>Tech + Rep</b>	4 hours <i>(8 lessons x 30-min)</i> <b>Tech + Rep</b>	2 hours <i>(4 lessons x 30-min)</i> <b>Rep only</b>
<b>Weekly Time</b>	30-min Tech	30-min Tech + 30-min Rep 60-min Total	<u>Any combination</u> 30-min <u>or</u> 60-min Tech <u>or</u> Rep	30-min Tech	30-min Tech + 30-min Rep 60-min Total	30-min Tech + 30-min Rep 60-min Total	30-min Rep
<b>Standard Rate</b>	\$150/hr	\$150/hr	\$150/hr	\$140/hr	\$140/hr	\$125/hr	\$125/hr
<b>Standard Fee</b>	\$300	\$600	\$300 / \$600	\$280/mo	\$560/mo	\$500/mo	Opt. 1: \$250 + \$270 = \$520 Opt. 2: \$250 + \$350 = \$600
<b>Promotional Rate</b>	\$120/hr	\$120/hr	\$140/hr	\$130/hr	\$125/hr	\$100/hr	\$90/hr
<b>*CURRENT* Promotional Fee</b>	\$240	\$480	\$280/\$560 <small>NOT a subscription</small>	\$260/mo <small>3-mo subscription</small>	\$500/mo <small>6-mo subscription</small>	\$400/mo <small>12-mo subscription</small>	<b>Option 1:</b> <small>No Live Instruments \$270 CRR FEE + \$180 =</small> <b>\$450</b> <b>Option 2:</b> <small>Two Live Instruments \$350 CRR FEE + \$180 =</small> <b>\$530</b>
<b>% Off Discount</b>	20%	20%	6.7%	13.3%	16.7%	33.3%	40%

## Student Self-Scheduling with Acuity Appointments

Students will be given instructions to create an Acuity account, which they will use to schedule their lessons. **On the 23<sup>rd</sup> day of each month**, students are notified by email from Acuity that their subscription has been automatically renewed (see below) and will receive a **subscription renewal confirmation email** with a link to schedule the lessons from that month's package. Students must then immediately schedule ALL of the lessons from their renewed Package Plan in the Acuity Appointments online scheduling system with the link provided in the subscription renewal confirmation email. This must be done before the first day of the coming month. Students who do not self-schedule the newly renewed package of lessons before the coming month begins may risk losing their normal time if another student attempts to reschedule a makeup lesson into that day/time after the month begins.

- Each lesson must be scheduled on the same day/time of the week.
- Lessons are scheduled for the first four weeks of each month.
- Fifth weeks are for students to self-reschedule makeup lessons or holiday-conflict lesson dates.
- Lessons that occur on a Holiday must be scheduled on another date in the seven days prior to or after the Holiday, or else on the fifth week's occurrence of that same day of week if it exists.

### Make-Up Dates Known in Advance

When a student self-schedules the lessons from Package Plan each month, if it's known in advance that an alternate make-up date is needed for a normally reserved weekly lesson (such as when the lesson would fall on a holiday or when a pre-planned make-up is needed), please contact the Studio Manager at [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) for assistance first. The Studio Manager will then need to confirm that the alternate date is available and approve the reschedule date. The Studio Manager provides students and parents with any assistance they need to self-schedule their monthly Package Plan of lessons using Acuity Appointments online.

## Subscriptions Purchased/Renewed in Month Prior to Usage

Subscriptions are purchased/renewed before the month they are to be used. The lessons from a new or renewed package are to be scheduled into the month immediately following the current month.

## Subscription Package Plan Auto Renewal

Subscriptions are auto-renewed on the 23<sup>rd</sup> day of the month with new lessons for the following month. Students won't lose their time slot by failing to purchase the next package on time prior to their next normal weekly lesson unless there is a problem with the student's credit card payment. Students must be sure that their credit card information is current so that their card does not fail payment. Students can change their credit card information at any time in Acuity by logging in to their Acuity Appointments account. Auto-renew will continue to automatically charge the student's credit card on the 23<sup>rd</sup> day of each month for the same package plan for the remainder of the enrollment year. Students must schedule their lessons as soon as they receive the confirmation email with the scheduling link. Lessons must be scheduled by the first day of the coming month or students risk losing their regular lesson time if another student happens to reschedule a makeup lesson into their normal regular time.

## Changing Subscription Package Plan Type

With permission of Master Instructor Heidi Skok, students are permitted to change to a different Package Plan (to be used the following month). Intensive Track Packages are also available by special approval. To change Subscription Package Plans, contact the Studio Manager at [info@skokstudio.org](mailto:info@skokstudio.org).

## Expired Subscriptions, Failure to Self-Schedule Renewed Subscription in Acuity

If automatic renewal of a student's Subscription Tuition Package Plan fails due to cancelled subscription from an expired credit card, and if the student does not renew the subscription within 24 hours before their normal weekly lesson time, or has not self-scheduled the lessons from a renewed subscription in Acuity Appointments online, a student will not be able to attend that normal lesson time. Students are required to immediately schedule all lessons from that package in Acuity for that month when the subscription package renewal confirmation email is received on the 23<sup>rd</sup> day of the month. Only lesson times that have been scheduled in the Acuity system will be honored. Unscheduled lessons from the current month's package will be lost and counted as "missed" by the 23<sup>rd</sup> day of the month, and are not "rolled-over" into the next month's package total of lessons.

## Student Requirements/Expectations

Students enrolled at Skokstudio have several important requirements and expectations as students. Skokstudio has established these formal requirements and expectations in order to ensure that our studio can deliver the most effective online training possible. Our studio is committed to training students who are driven to rapidly advance in their vocal development, and as professional singers.

### Basic Enrollment Requirements

All privately enrolled students at Skokstudio are required to pay an annual **Enrollment Registration Fee** and sign a one-year **Student Enrollment Agreement** form every year. Enrolled students must also have proper high-quality microphone and headphone equipment for online private lessons.

The Student Enrollment Agreement states that the student formally agrees to:

1. Pay the annual Enrollment Registration Fee of **\$150** to reserve their position in private lessons
2. Sign the Student Equipment Loan Agreement to rent an Enhanced Online Equipment Toolkit **or** Purchase an Enhanced Online Equipment Toolkit for a fee of **\$180** (payable in full or in 3 monthly \$60 payments)
3. Maintain an active **Subscription Tuition Package Plan** throughout the next year from enrolled date.
4. Adhere to all studio policies and procedures, including the student requirements and expectations. These requirements and expectations are divided into the following areas:
  - 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.

Also, 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.

### Messages About Rescheduling, Cancelling, or Running Late Messages

- If you are running late for a lesson, the Studio Manager monitors the office phone during studio business hours for calls and voicemail messages at 440-290-8893.
- The office phone is mobile, and the Studio Manager can also receive running late SMS texts.
- Sending a running late message does not keep your lesson longer than 10 minutes past its scheduled appointment time, but is a considerate way to communicate tardiness.
- **Note-** If the instructor happens to be teaching a lesson, the Studio Manager cannot interrupt and will not be able to relay a "running late" message until the normal beginning of the late lesson.
- Do not use voicemail or text messaging for rescheduling or other administrative or technical issues.
- Rescheduling or cancellation is performed online. Students reschedule or cancel the lesson themselves using the Acuity Appointments online system. No communication is normally necessary for rescheduling after a given month has begun. However, if a student knows in advance that they will need an alternate date than their normally reserved day of the week in the coming month ahead (when self-scheduling lessons from a subscription package), please email the Studio Manager for confirmation that this alternate time will be available and has not been reserved.
- *Contact the Studio Manager for all questions or issues related to scheduling or administrative issues at: [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).*
- For all other communications such as questions, feedback, or concerns, send email to Master Instructor Heidi Skok at: [heidiskok@skokstudio.org](mailto:heidiskok@skokstudio.org).
- **Please allow 24-48 hours for response to all email and voicemail communications.**

### Contact the Studio Manager for Technical or Administrative Assistance

- For problems with microphone or headphones during a lesson, please contact the Studio Manager by sending email to [info@skokstudio.org](mailto:info@skokstudio.org). An appointment may be needed for testing and configuration before your next lesson with the Studio Manager to correct the issue.
- If you have an administrative issue related to billing or payment, please send email to the Studio Manager at [info@skokstudio.org](mailto:info@skokstudio.org).

### Planned Absences Notification

Contact Skokstudio by email at [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) 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. As much advance notice as possible of a long-term absence is appreciated.

## II. Attendance

### Attendance – Term of Enrollment

Skokstudio requires that all singers attending the studio for regular weekly private lessons be **Enrolled** as students *for a term of at least one year*. Although ability and development vary from singer to singer, vocal study does not happen in terms of months, but truly 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

Vocal development depends tremendously upon regular, consistent study over a long period of time. All students are expected to attend no less than eight lesson per month as a strict requirement of eligibility for private lessons at Skokstudio. This is with the exception of new Beginner students who must take only four 30-minute *Technical session* lessons for the first two months of enrollment. Skokstudio is a professional training academy dedicated to training students whose focus is equally dedicated to actively pursue voice as a professional vocation.

Students take at least two regularly scheduled lessons per week (or just one lesson for new beginners), depending on the intensity of their study. This is a total of either eight or four (for new beginners) total lessons per month. On months that have five weeks (where the student's regular lesson day of the week would occur five times), a student may take the fifth week off, or they may schedule an additional lesson at the **standard single lesson rate**. Additional lessons can be scheduled for audition prep, role study, or for coaching help rehearsing a specific piece for an upcoming performance.

### Attendance – Absences

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 naturally one of the highest priorities in the singer's life. Dedicated students make sure other routine activities are not in regular conflict with their scheduled lesson time. Poor attendance may result in dismissal from enrollment.

- **Planned Absence: Excused** (if long term with planned return, re-enrollment may still be required)
  - This is when student cannot attend two or more weeks of lessons. Lessons cannot be made-up.
  - More than 14 days of prior formal notice by email to [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org)
  - Must be approved by Studio Manager. 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-hour notice, **limited to twelve make-ups per year**
- **Unexcused** – no cancellation/no show or less than 24-hour notice, no reschedule available

Attendance absences, missed lessons, rescheduled lessons, and makeups are all tracked by the Studio Manager. The Studio Manager will be sure to alert students before they have reached their maximum number of makeups. Students unsure of how many lessons they have missed can check how many makeups they have remaining at any time during the enrollment year by contacting the Studio Manager for confirmation at: [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org).

## 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, and lessons missed during a **Planned Excused Absence** are not made up.

### **(Unplanned) Excused Absence:**

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, two rescheduled lesson sessions are permitted every sixty days, up to a **maximum of twelve lesson sessions (Unplanned) Excused Absences** in an enrollment year. **Excused Absences** must 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 are deemed “Unexcused”. Exceptions for health and family emergencies are at the sole discretion of Skokstudio.

## Attendance – Absence Due to Weather Causing Internet/Electrical Outage

Cancellations with less than 24 hours of notice due to last minute severe weather or weather-related local conditions causing internet or electricity outages may be Excused (and rescheduled) but only at the absolute discretion of Skokstudio, based upon the Studio Manager’s ability to verify the outage condition. All Skokstudio lessons are conducted exclusively online, and we do understand that unpredictable utility outages may happen. The studio is equipped with a battery back-up power supply and will attempt to continue a lesson in progress should a local electrical grid outage happen, but may need to reschedule the lesson if internet service is temporarily unavailable.

## 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 done up to 24 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.*

Students can easily reschedule make-up lessons for themselves. Students must choose a make-up time within the following week using the online Acuity self-serve system, 24/7. No communication is normally necessary for rescheduling after a given month has begun. However, if a student knows in advance that they will need an alternate date than their normally reserved day of the week in the coming month ahead (when self-scheduling lessons from a subscription package), please email the Studio Manager for confirmation that this alternate time will be available and has not been reserved. Students should contact the Studio Manager if assistance or additional information is required, such as with difficult to reschedule lessons that would fall on a holiday with little available time on the schedule for a make-up. When the student has rescheduled, they will then receive a **confirmation** email from Acuity with a link to the rescheduled lesson on the Acuity appointments page. Students will find a link to their rescheduled Zoom meeting on the Acuity appointment page.

**Rescheduling is available to enrolled students on a limited basis with the following provisions:**

- **A maximum of two lesson “sessions” are permitted to be rescheduled every 60 days.**
- **The total number times a student can reschedule is 12 sessions per enrollment year.**
- If a student is unable to attend a third regularly scheduled lesson in a 60-day period, that lesson cannot be rescheduled and will be forfeited as a missed lesson.
- 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, another reschedule of the lesson is not be permitted.

## Reschedule/Cancellation by Skokstudio

If Skokstudio must reschedule a lesson for any reason, Skokstudio will provide at least 24 hours of notice by email if possible 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 a local or national 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

Students should NOT attend their online lesson if they are sick. **Students are responsible to cancel their own lesson online using Acuity**, 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 obvious signs of 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 only be rescheduled as a make-up at the instructor's discretion.

## 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 10 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.

## 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 payment of a **Re-enrollment Fee** of \$150 and the immediate purchase of a new Subscription Tuition Package.



### III. Practice and Preparedness

#### Practice

- Each student is expected to practice 20-30 minutes per day, **every non-lesson day**.
- The work that is accomplished in the lesson needs to be continued independently in practice.
- Please work with the video recording that was made in your last lesson. A link to the video is emailed to students after the lesson usually within 24 hours.
- The Studio Manager tracks who has viewed/downloaded their practice videos each week.
- Students are instructed NOT to practice anything that was not covered in the lesson.
- It is immediately discernable by the instructor in lessons whether a student has practiced or not.
- Progress is tracked and reviewed weekly and monthly with student (and parent, if under 18).
- After each lesson, new **practice goals** for the following lessons are assigned.
- During practice between lessons, students will need the following items at home:
  - Mirror large enough to see their shoulders, neck, and head
  - Recording device with headphones/speakers, used to record and playback your practicing
  - Keyboard (if you don't have a piano there are many apps with mini keyboards)

#### Preparedness - Online Technology Requirements

- Online Lessons require that students must use a home computer with webcam. Students are required to use either a Mac or PC, (either a laptop -or- desktop with webcam) with a **fully updated** version of OS X or Windows 10 or 11, and must meet Zoom's minimum computing requirements.
- **Cell phones, tablets, Chromebooks or other mobile devices are not permitted for online lessons.**
- Students must have the Enhanced Online Equipment Toolkit connected and correctly configured prior to every lesson. The **Studio Manager** assists all new students with configuration of their computer and the Enhanced Online Equipment Toolkit. For assistance send email to [info@skokstudio.org](mailto:info@skokstudio.org) to make an online Zoom appointment for configuration and testing.
- Students must be able to download and install the Zoom application to their home computer.
- The student's computer must meet the basic minimum computing requirements for Zoom, listed here: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>.
- Students will also be asked to create a free Zoom account.
- During an online lesson, the student's computer should not have other applications like a web browser with YouTube or anti-virus software scans running at the same time as Zoom.
- Student's computer must have a High-Speed internet connection for a lesson to have good quality. Slow internet speeds are unacceptable for lessons, and if the student's side of the internet signal is poor the Zoom application will display "slow connection" messages and yellow or red warning indicators in the instructor's view of the student's window. Moving closer to the wi-fi router at home or purchasing a cheap "signal amplifier/booster" will often increase internet signal strength.
- Typically, students need to be sure that other family members or devices in the home are not actively using the internet during the online lesson. This could include certain types of home cable television viewing activities such as Amazon Prime Video, Apple TV Plus, Disney+, HBO Max, Hulu, CBS All Access, ESPN Plus, Netflix on Demand, and Xbox/PlayStation multiplayer games.
- **Accompaniment:** If background music is needed for your lesson, don't use the same computer to play the music, use a separate device like a tablet, cell phone or mp3 player placed near your mic.

## Preparedness - Home Environment for Online Lessons

- Preparedness requires that students have the **REST Toolkit** with them during lessons and practice.
- Students must have the Enhanced Online Equipment Toolkit connected and correctly configured with their computer before their lesson begins. Contact the Studio Manager for technical help.
- An online appointment for configuration and testing is needed prior to taking a first lesson.
- Students must use a quiet, well-lit room suited to the requirements here, to be used regularly.  
**Students do not take lessons seated in front of the computer.** Lessons are taught mostly standing.
  - Student stand about five to eight feet away from the microphone for most of the lesson.
  - Students will sometimes work on the floor with the yoga mat (included with the REST Toolkit) as part of the REST Technique, and need to be able to adjust the webcam angle accordingly.

## Preparedness - Zoom Configuration Settings

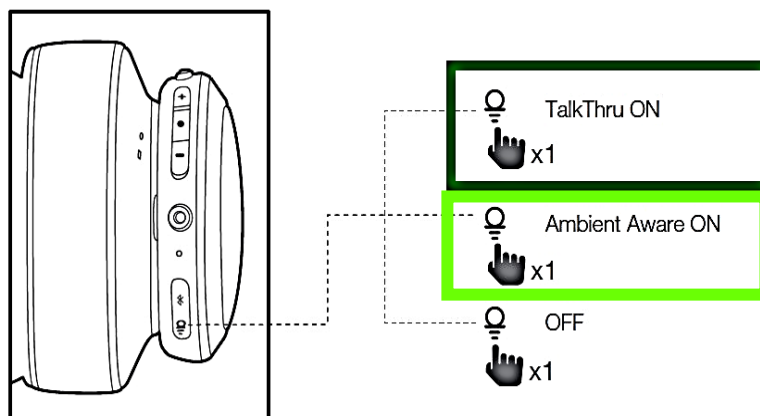
1. Find the Microphone icon in the bottom left corner of the Zoom window.
2. Click the up arrow to the right of the Microphone icon and choose “Audio Settings”.
3. Select “Automatically join audio by computer when joining a meeting.”
4. De-select “Automatically adjust volume”.
5. Set the Microphone volume level to about 70% of maximum using the volume slider.
6. Set “Suppress Background Noise” to “Low”.
7. Click “Advanced” at the bottom right corner.
8. Select “Show in Meeting Options to Enable Original Sound”.
9. Set “Echo Cancellation” by selecting “Auto”.
10. Select “Sync buttons on headset”.
11. Close the Audio Settings window.
12. Select “Turn On Original Sound” in the top left corner of the Zoom window.

## Preparedness - JBL Live 500BT Headphones Configuration Settings

**Note:** JBL Live 500BT Headphones must be operating wirelessly via Bluetooth for **TalkThru** to work.

1. Short press once to activate TalkThru, which allows you to clearly hear others for quick conversations, without removing your headphones. You will hear your music volume level lower when TalkThru Technology is engaged.
2. Press once more to activate Ambient Aware, which allows you to hear your surroundings.
3. Press again to turn off TalkThru Technology.

**Note:** You can also turn on or off the Ambient Aware & TalkThru with our JBL APP (see Section 7).



## Preparedness - Blue Snowball Microphone Configuration Settings

Depending your situation, select one of the three settings:

- Use #1 when you are more than four feet away  
-or- less than four feet away but not singing loudly
- Use #2 when you are less than four feet away **and** singing loudly
- Use #3 when you want to pick up the whole room



*Blue Snowball Mic (Back)*

## IV. Professional Demeanor and Conduct, Attire

### Demeanor

Skokstudio expects enrolled students to exhibit a positive, courteous, professional demeanor and a high level of ambition. Of course, all people have their ups and downs and may not have the same focus, drive, or energy level from day to day, or may not be feeling their best on occasion. Students must recognize that a lack of rest, water, and a proper diet will contribute to a poor demeanor, sluggishness, and low drive, and must be sure to maintain their healthy habits to maintain steady vocal development. In general, sleepy singers who haven't been getting their proper rest are not alert, not quite "themselves", and do not do as well in a lesson as a student who anticipated the importance of being well rested for the lesson and gotten good sleep the night before.

All Skokstudio students must have an attitude of receptive willingness and must openly express a desire to learn and achieve. Skokstudio students should appear attentive and eager to learn, and not projecting an aloof, detached, or resistant attitude during lessons. This is not typically an issue with adult students, but parents of students who are under the age of 18 will be notified if the student offers the impression of disinterest, boredom, or apathy. Skokstudio will dismiss students of any age from enrollment for poor attitude after notifying the student/parent with a single warning, but will endeavor not to do so by seeing a change after this notification. Demeanor or attitude problems that continue after a warning notification will result in immediate dismissal.

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.

### Conduct

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.

### Attire

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

## V. Performance Requirement

Skokstudio no longer formally requires enrolled singers to perform in live public events due to public health concerns related to the Covid19 pandemic. However, actively performing for audiences in conjunction with private lessons is a healthy part of development on the path to become a professional vocalist. Students of Skokstudio are expected and encouraged to sing in at least four public-attending performances of any kind each enrollment year, **but not as a formal requirement** of continued Enrollment at Skokstudio. These performances may also be online events, live streamed to YouTube (or another online location) that have been advertised to the general public.

### Performance Opportunities with Resonanz Opera

Students at Skokstudio may 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 partnered with Resonanz Opera to produce the Dairy Queen Summer Back Lot Concert series for this purpose. For more information on Resonanz Opera, please see: [www.resonanzopera.org](http://www.resonanzopera.org).

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 not attempt to provide these opportunities through its partnership with Resonanz Opera. Skokstudio may attempt to provide public performance opportunities for more experienced enrolled 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 for other public performances will be made at the discretion of Skokstudio.

### Performances: Communication with Instructor About Upcoming

*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 and the student’s participation and progress in lessons with Skokstudio should be tailored to suit the demands of their upcoming performance. Early discussion with Master Instructor Heidi Skok well in advance of a performance will allow her to create a custom lesson practice plan that will better prepare the student.

## Free Lesson Promotional Offer for New Student Referrals

Students receive a **free month of four 60-minute lessons** (or eight 30-minute lessons) if they directly refer a new student to Skokstudio who then enrolls for private lessons. This is a \$400 value and will be credited to the referring student's account when a newly enrolling student gives their name.

## 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. Students or parents of minor students wishing to be excluded from any published media may do so by providing a written request to the Studio Manager.

## Parking

Parking spaces for guests to the studio are located as a single column of spots directly in front of the 8789 Mentor Avenue studio location (not the Dairy Queen lot), in addition to several spaces directly behind the studio in the rear wrap-around lot. The studio is the location that Master Vocal Instructor Heidi Skok teaches from online, but is however not currently open to students for in-person lessons.

## Studio Phone

The studio office phone number is (440) 290-8893. Messages left on voicemail will be returned in the next 24 hours. Messages about rescheduling should NOT be left on the office phone.

If you are *running late* for a lesson or need to cancel within just a few minutes before the scheduled lesson time, the Studio Manager does monitor the office phone for calls and voicemail and will attempt to inform the instructor. The studio office phone is mobile, and can also receive SMS text messages about running late/last minute cancellations.

However, for general communications about *rescheduling*, do not call the Studio phone, leave voicemail, text, nor use messaging. For *rescheduling* issues, send email to: [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org)

## Letters of Recommendation

Ms. Heidi Skok may be requested to write recommendation letters for currently enrolled students who have worked AT LEAST six months with her and have shown significant improvement. Letters of recommendation that meet these requirements will 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.

## Additional Private Lessons for Enrolled Students

Enrolled students are also encouraged to schedule extra individual lessons in addition to the lessons provided by their current Subscription Tuition Package Plan. Extra lessons can be purchased at any time up to 24hrs before the lesson, and are offered at the (non-discounted) Standard Single Lesson Rate of \$150 per hour. Contact the Studio Manager at [scheduling@skokstudio.org](mailto:scheduling@skokstudio.org) to get a link to self-schedule an extra lesson.

## Terms and Conditions

Attendance in online lessons and use of the skokstudio.org website is 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 Additional Terms and Conditions, Amendment of Terms)**

### 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, attitude, or participation

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 via email to the Studio Manager at [info@skokstudio.org](mailto:info@skokstudio.org) -or- by regular postal mail to the studio address at 8789 Mentor Avenue, Mentor OH 44060.

The Studio will not accept SMS/text messages, phone calls, or voicemails for formal notification of lesson termination.

Students will only be financially responsible for all lessons during the 30-day termination period. Students are not financially obligated for the remainder of their 12-month 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 simply cancel their current subscription using the subscription confirmation email received at the time of purchase **-and also then-** should not purchase another new subscription package plan that would extend beyond this 30-day termination notification time.

### 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 attempts to make up lessons whenever possible and appropriate for **Excused Absences (see Attendance – Absence)**.

### Subscription Plan and Registration Fee Refunds

Subscriptions Plan fees and Enrollment Registration fees will not be refunded for reason of student withdrawal or dismissal.

## 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 provides the ability for students to schedule lessons, public access to a blog, and other resources for 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 and open-registration based online lessons for singing, communication, and public speaking.

### **Privacy**

Your use of skokstudio.org is subject to Skokstudio’s Privacy Policy. Please review our **Privacy Notice**, 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.

### **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.

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## **Children Under Eighteen**

If under 18, students may use the [skokstudio.org](http://skokstudio.org) website to schedule a lesson only with permission of a parent or guardian.

## **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](http://skokstudio.org) in any country or in any manner prohibited by applicable laws, restrictions or regulations.

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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.

## **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.

## **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. Hosts and technical support personnel 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.

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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.

### **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.

### **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.

### **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.

## **Liability Disclaimer**

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Skokstudio and/or its suppliers make no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, software, products, services and related graphics contained on the site for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services and related graphics are provided “as is” without warranty or condition of any kind. Skokstudio and/or its suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services and related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title and non-infringement.

To the maximum extent permitted by applicable law, in no event shall Skokstudio and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for the loss of use, data or profits, arising out of or in any way connected with the use or performance of the site, with the delay or inability to use the site or related services, the provision of or failure to provide services, or for any information, software, products, services and related graphics obtained through the site, or otherwise arising out of the use of the site, whether based on contract, tort, negligence, strict liability or otherwise, even if Skokstudio or any of its suppliers has been advised of the possibility of damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. If you are dissatisfied with any portion of the site, services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the site and services.

# 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 the services offered on 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 form. 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.