

Welcome!



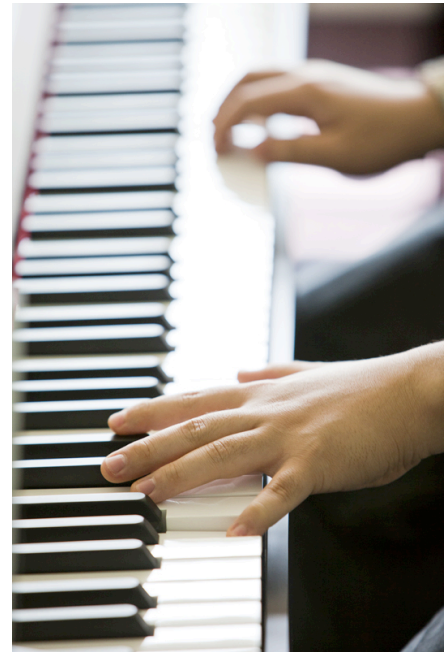
<sup>The</sup>  
**PianoExpress**

Everything you need to  
know up front

Hi there,

Welcome to The Piano Express! We are so happy you are joining our community! It is our commitment to provide your child with the highest quality education experience that we can imagine. You can expect us to maintain an “above-and-beyond” approach in everything we do. Whether it’s our teaching staff, our teaching tools, our affordable rates, or even our scheduling policies... we have you and your needs in mind. It is our habit to put you ahead of us. We are a business that provides a service, so we genuinely and whole-heartedly go out of our way to serve.

Thank you, and welcome aboard!



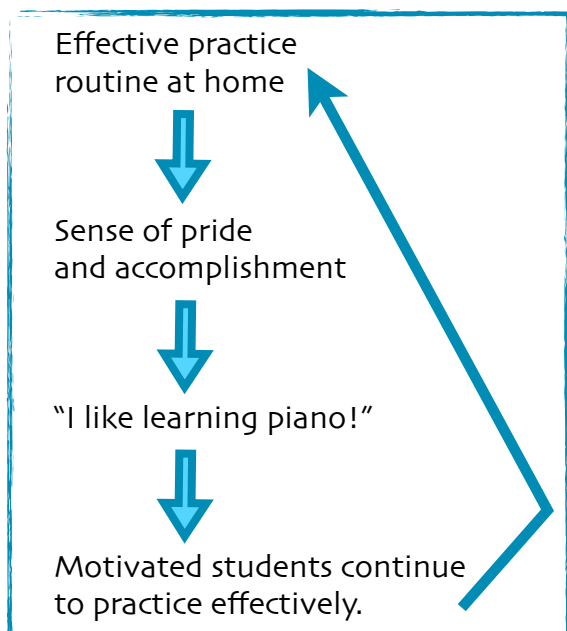
## Practicing at home

Piano Express students are set up for a win at home. Our web-app is one of the best practice tools in the world. We recommend that you connect your piano to our software and have your child practice with it at home. If you need help connecting your piano to our web-app, please watch [this video](#).

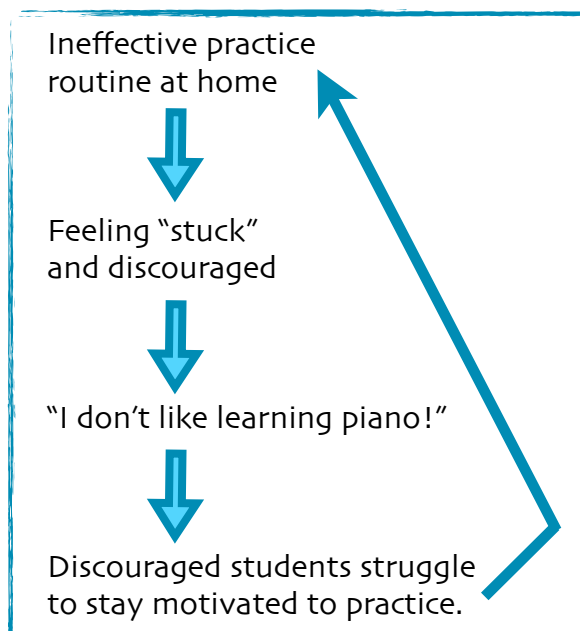
Setting up a successful and motivating practice space for your child is the best thing you can do to ensure long term success. We want our students to get into a positive cycle that keeps them motivated to keep going!



## POSITIVE CYCLE



## NEGATIVE CYCLE



## Rates, Policies, and Schedule.

We are proud to be able to offer quality music education at an affordable price. However, we realize that some families might still struggle to fit piano in their budget. We believe that education should be available to all children, regardless of the family's finances. If your family is in financial need, feel free to set up a confidential meeting. We are supporters of MusicLink Foundation which provides assistance for families in need.



### The Piano Express Studio Policies - Effective September 2022

-Billing occurs once a month, but it is important to understand that our studio operates in 3-month semesters. There are four semesters/year (fall, winter, spring, summer), and every semester will have exactly 12 classes. Monthly payments will always cover four classes from the 3-month semester, rather than the actual number of classes attended in the calendar month. Enrollment will automatically continue until the family wishes to discontinue.

-All payments are automatically processed on the first day of every month.

-The monthly charge for one student is \$167.

-For families with siblings, there is a discounted rate. The first child will be charged our regular rate, and all other siblings will be charged \$127.

-If a family wishes to discontinue, the family must provide a written request. The request must be made at least seven days prior to the termination date. Upon termination, the student will be removed from our schedule, any apps provided to the student will become inactive, and the family will no longer need to make payments to our studio.

-Every three-month quarter will contain exactly 12 classes.

-We will close on major holidays, however, this will not reduce the number of classes per quarter.

-We will close our studio if road conditions are poor, due to snowy weather. We do not follow LCPS in regard to snow day closings. We make all of our decisions by 12 noon on days of snowy weather. If we decide to close, all families scheduled for that day will be notified via email. We will also post closings on our Facebook page. If we are closed, we will make sure every student is given the opportunity to make the missed class up on another day. We are not able to refund on days we close because of snow.

-If your child misses a lesson for any reason, we will help you reschedule it for another day. Make up lessons are offered only to students who are currently enrolled in our program with no outstanding payment due. Sorry, we are not able to refund or credit missed lessons.

-If your child joins our studio part-way through a month, the tuition for that month will be adjusted to reflect the percentage of classes attended.

-If your child discontinues classes part of the way through the month, your account will be adjusted to reflect the percentage of classes attended, and a refund will be issued.



## Buying a piano

If you buy something that looks like this... This is a 61-key keyboard. Not a piano.

- Pros:
- They are really affordable! \$99 - \$149
  - They are portable and small.
- Cons:
- Poorest sound quality of all choices.
  - The “feel” of the keys are not the same as a real piano. They are “unweighted.” The student will always be bothered by how heavy the keys of a real piano feel if they are used to a the feel of a small keyboard.



Why buy? If you are looking for an inexpensive keyboard to get your child started with, this will work. However, it is only a temporary purchase. You will need to upgrade after your child progresses to a more responsive instrument.

Popular brands: Yamaha, Casio

If you buy something that looks like this... This is a basic digital piano.

- Pros:
- You get the sound and feel of a real piano at good price. \$500.
  - “Weighted keys” and “hammer action” are features that almost always come with these types of pianos. Please make sure your model does!
  - You can control the volume, use headphones, and connect to a computer.
- Cons:
- Less reliable than acoustic pianos. They might break or malfunction after a few years.
  - The sound quality of a digital instrument will never match the responsive sound of an acoustic instrument. The sound quality is often very good, but not the best.



Why buy? If your student is committed to piano for years to come, this is a great choice. It will meet all the needs of a piano student who is learning the basics of the instrument.

Popular brands: Alesis, Casio, Korg, Yamaha.

If you buy something that looks like one of these... these are acoustic (not electronic) pianos, and high-end digital pianos.



- Pros:
- The very best sound quality and “feel” on the keys.
  - Best resale values. These pianos will not lose value as quickly. Some high-end acoustic pianos have been known to appreciate over time!
  - Very durable. Acoustic pianos can last up to 100 years. Good digital pianos can last 10 - 20 years.
  - High end digital pianos have expansive sound banks (they can sound like lots of other instruments), recording capabilities, and many interactive applications with computers.
  - Acoustic pianos do not need electricity to operate.
- Cons:
- They are expensive. \$1800 and up for digital pianos. \$4000 and up for acoustic pianos. \$5000 and up for acoustic grand pianos.
  - Acoustic pianos will need to be tuned regularly. \$150 - \$300/year.
  - Acoustic pianos can not connect with headphones or computers.

Why buy? If your child is serious about piano, these instruments can handle the subtle nuances of different touches (louder, softer, longer shorter) to create a more responsive, expressive sound. Music is an art form, and these instruments do the songs the most justice. The student will connect with the music on a more personal level, if the sound is rich and vibrant. These instruments will deliver that kind of sound.

These instruments also the more visually attractive option. You can put them in a prominent place in your house and it will make the whole room look great!

#### Popular brands:

Acoustic: Kawai, Yamaha, Baldwin, Steinway.

Digital: Roland, Yamaha, Kawai.



## Benefits of learning music



...add to the list: Creativity, Logic, Coordination, Reading Skills, Concentration, Memory, Cultural Awareness, Problem Solving and Listening Skills.

We are honored to be a part of your child's education and holistic development. We do not take our role for granted. Thank you for choosing The Piano Express!

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