

JARON M. LEGRAIR STUDIO

Online Sessions / Policies & Parameters

CONTENTS

Definitions	3
General Parameters	5
Attendance Parameters	13
Other Parameters	16
Confidentiality Clause	18
Medical Release Clause	18
Liability Release Clause	18

Online Sessions / Definitions

A **Prospective** is any individual that is considering becoming or desiring to become a Client of the Jaron M. LeGrair Studio for sessions or services of any kind. This individual typically has not taken an Intake Session nor has had a Prep Session as of yet. Once the Prospective has attended the initial Intake Session at the Jaron M. LeGrair Studio or has had a Prep Session by invite from the Jaron M. LeGrair Studio and after which, has been given access to book (regular) sessions of any kind at said Studio, this individual has become a (regular) **Client**.

As far as student age individuals of are concerned, the Studio currently accepts Prospectives and Clients that are within the ninth through twelfth (9-12) grade range.

A **Non-Client** is any individual who is not a (regular) Client of the Studio. Also, this individual has no plans or desires to become a Client of the Studio. These individuals typically book Chat Sessions and Assessment Sessions.

For the following policies and procedures:

All types of individuals who participate in any Studio activity as it relates to Sessions (Prospectives, Non-Clients, and Clients) will now be defined as “individual” or “individuals” from here on out unless otherwise stated.

The Jaron M. LeGrair Studio will be defined as “the Studio” from here on out unless otherwise stated.

Online Sessions / General Parameters

All fees for sessions are non-refundable.

Session Types

Intake Session — this session is for any individuals (Prospectives) who wish to explore the idea of becoming a (regular) Client of the Studio. All individuals new to the Studio must book this session to initiate their process in becoming a Client.

Having an Intake Session with the Studio does not guarantee that the Studio will be able to take any individual on as a Client. If the Studio deems that the Prospective's time can be better maximized in other ways that the Studio cannot provide, the Studio will inform the Prospective of that decision/recommendation during the Intake Session.

During the Intake Session, the Studio will not be providing a song/speech choice for Prospectives. The Studio does not know the Prospective's voice well enough to give sound recommendations during Intake Sessions, so the Studio will sit and wait for the Prospective to decide what to render for their Intake Session. Even if the Prospective is unprepared, the session will still end at its scheduled time. If Prospectives need further guidance or recommendations for preparation, please see the Intake Session Song/Speech Recommendation List on the Studio's website.

At any time, the Studio can cease the Intake Session if the Studio deems that the time and efforts of the Studio, the Client, and/or the interactions are not being utilized productively. If this decision is made, the Studio has the sole right to refund all, part of, or none of the fees associated with the Intake Session.

Assessment Session — this session for any individuals who want general feedback and insight from the Studio. This session does qualify any individual in becoming a Client of the Studio. This session is a non-committal, one-off session just to gain some general observations and comments from the Studio. This session is designated for Non-Clients and Prospectives, but Clients are welcome to book this Session as well.

Having a Assessment Session with the Studio is not in any way, shape, or form, an invitation to become a Client of the Studio. The Assessment Session is just a one-off session to get some general feedback from the Studio in real time. The Studio will not extend an invite to the attending individual to become a Client unless the Studio chooses to do so. However, the individual should not expect nor prompt the Studio for this invitation to be extended in any way.

During the Assessment Session, the Studio will not be providing a song/speech choice for the individual. The Studio does not know the individual's voice well enough to give sound recommendations during Assessment Sessions, so the Studio will sit and wait for the individual to decide what to render for their Assessment Session. Even if the individual is unprepared, the session will still end at its scheduled time. If individuals need further guidance or recommendations for preparation, please see the Assessment Session Song/Speech Recommendation List on the Studio's website.

Chat Session — this session is a conversation with the Studio. There is no singing, vocalizing, or artistic rendering of any kind. This session is designated to be able to converse and gain insight from the Studio through conversational interactions. Clients, Prospectives, and Non-Clients can book this session at anytime.

There will be no singing whatsoever in this session.

There will be no speaking (in terms of showcasing any art form [for example, "reciting lines" or "going over anything scripted"]) whatsoever in this session.

Having a Chat Session with the Studio is not in any way, shape, or form an invitation to become an ongoing Client of the Studio. The Chat Session is just a one-off session to converse with the Studio about one's voice. The Studio will not extend an invite to the attending individual to become a regular client unless the Studio chooses to do so. However, the Prospective should not expect nor prompt the Studio for this invitation to be extended in any way.

Prep Session — this session is an extended session designated to help individuals prepare for a greater work of any kind. Clients, Prospectives and Non-Clients are welcome to book this session. However, Prospectives and Non-Clients must be approved by the Studio to book this session. Clients can freely book this session at any time.

To book a Prep Session as a Prospective or Non-Client, the individual must complete the Prep Session Request form on the website to be considered.

Forms must be accompanied by a url or uploaded audio or video file showcasing the requesting individual's voice in some way, shape, or form. Forms without aforementioned files will not be considered.

Clients of the Studio who book a Prep Session do not need to provide a url link or upload a file.

Individuals who are planning to book/have a Prep Session should come prepared with at least one song/art form to render for your session.

(Regular) Session — this session is just a general session exclusively for Clients. These sessions can be spent however the Studio and/or Clients see fit.

Booking Protocols & Scheduling Parameters

All sessions are booked through the Studio's website/scheduling software unless otherwise stated.

Regular Booking — this type of booking is otherwise known as the "normal" protocol of booking sessions. No additional fees (besides the fee for the session itself) comes with this type of booking.

Bounce Booking — this type of booking is for those who have booked a session with the Studio but subsequently find another time that is sooner than the date and time of their scheduled session.

Individuals can reschedule a given session for an earlier time with no additional fees if there is an opening that is available through the Studio's scheduling software. Notification of new openings are done via email or through our social platforms, however, the individual can

check the Studio's website at will to see if any new times open up. This type of "rescheduling" will not count towards the Rescheduling Parameters (see "Reschedules" under Sessions / Attendance Parameters).

There is no guarantee or "expected" times that the Studio's schedule will open up. This type of booking is on a "first come, first served" basis.

Rush Booking — this type of booking is for individuals who have booked or would like to book a session with the Studio earlier than what is available on the website. Unlike Bounce Booking, Rush Booking provides an option for a specific date and time no matter the availability of the Studio.

Generally, Rush Booking Requests can be made by filling out the associated form on the Studio's website.

There are fees associated with Rush Booking that are dependent upon the turnaround/suddenness of the desired date.

By filling out the form for Rush Booking, individuals understand that there is no guarantee that Studio is available during the day and time that the individual desires.

If a Rush date is agreed upon between the Studio and the individual, the Studio will send an invoice to the individual through the email provided in the Rush Booking form on the website. The individual has twenty-four (24) hours from exact time that the invoice is sent (timestamp) to process the Rush fee (and session fee if applicable) in full. If the fee is/fees are not processed in full by the end of the allotted timeframe, the desired date and time will be forfeited without notification.

Prospectives (and Non-Clients) — those who have not had an Intake Session with the Studio can request to have a session Rush Booked. Prospectives can have Chat Sessions, Assessment Sessions, and Prep Sessions Rush Booked (once Prep Session Request is approved by the Studio). If a Rush date is agreed upon between the Studio and the Prospective, the Prospective must pay the fee for the session itself as well as the associated Rush fee. To process the fees, the Studio will send an invoice to the Client through the email provided in the Rush Booking form on the website. The Client has twenty-four (24)

hours from the exact time that the invoice is sent (timestamp) to process the Rush fee (and session fee if applicable) in full. *If the fee is/fees are not processed in full by the end of the allotted timeframe, the desired date and time will be forfeited without notification*

Clients — those who are Clients of the Studio can request any session to be Rush Booked. If a Rush date is agreed upon between the Studio and the Client, the Client must pay the fee for the session itself as well as the associated Rush fee. If the fee for the session is already paid for and processed through regular booking, the Client is only responsible for the associated Rush fee. To process the fee, the Studio will send an invoice to the client through the email for the Client. The Client has twenty-four (24) hours from the exact time that the invoice is sent (timestamp) to process the Rush fee (and session fee if applicable) in full. If the fee is/fees are not processed in full by the end of the allotted timeframe, the desired date and time will be forfeited without notification

Generally, individuals should not schedule two sessions within a seven-calendar-day period (7). It is recommended that the individual take some time between sessions to apply the related material and internalize what was discussed in sessions. If there is a time/schedule issue or a pressing matter, The Studio and the individual will agree on an arrangement that is beneficial for all parties.

Client Roster & Client Booking Password and Portal

Due to the size and reach of the Studio, the Studio keeps an up-to-date roster of Clients and other session attendees to ensure that we can provide the best service to our Clients and to keep our records organized. Additionally, the Studio has a separate, password-protected portal designated only for returning Clients for ease of rebooking.

By becoming a regular Client of the Studio, you agree to keep the password(s) and portal private.

If any individual books a session as a regular Client and is not on the Studio's Client Roster, the Studio will cease/cancel all sessions associated with the individual and all fees will be forfeited. That individual will also be uninvited from booking any sessions or services with the Studio.

Virtual/Online Sessions (Video Technology)

Generally, all sessions are conducted online via video technology through Google Meet.

Instructions to Connect to the Studio for Your Session through Google Meet

The link for your session will be provided in the confirmation email and all reminder emails associated with your session.

At the appointed/scheduled time, the individual should click the link provided in the associated emails to join the Studio for their session. Once the individual clicks that link, they will be admitted into the "waiting room", and the Studio will be notified of their arrival. The Studio will then let them into the Google Meet "room" for their session.

If an individual is using a desktop or laptop for their session, we highly recommend using Google Chrome.

Be aware that if an individual opts to have a calendar invite for their session automatically generated for their schedule/calendar, it will likely generate a different Google Meet link inside the invite itself. The Studio will not be in that meeting "room." So if the individual clicks on that link, the individual will not meet the Studio for their session. Clicking the autogenerated link for your session and then informing the Studio that you "clicked the wrong link" is not grounds for rescheduling a session of any kind. The individual will have to book a new session.

Should technological issues occur before or during the scheduled session, the Studio will do its best to adjust the time of the session to fulfill the duration of the scheduled session if time allows. This decision to extend the session is solely at the discretion of the Studio. Technological issues are not plausible grounds for emergency cancellations, reschedules, and/or refunds.

If an individual is under the age of eighteen (18), a written sponsor/guardian Consent is required to be on file at the Studio.

Packages

Clients (those who have already had their Intake Session) can book four-session (4) Packages for (Regular) Sessions. They can do so through the Studio's website/scheduling software.

Once the Package is purchased, Clients will be able to use the provided code on the confirmation message to use as a "credit" to book the four sessions.

You can only redeem the sessions for the timeframe/duration you selected — either "30 minute sessions" or 45 minute sessions" respectively. You cannot mix and match different durations.

Packages must be used/sessions must be scheduled within forty-five (45) calendar days after the day of purchase of the Package. Clients can schedule their sessions at any time that works for them, but all sessions within the Package must be scheduled within forty-five (45) calendar days of the date of Package purchase. If there are any sessions that have not been scheduled after forty-five (45) calendar days, the said Package will expire and all associated fees will be forfeited under any and all circumstances.

Supplemental Materials & Logistics

Note Taking/Archiving — individuals are more than welcome to take notes during their sessions by any means including recording the sessions (video and/or audio), note taking, and/or typing into a device as long as the notes are for personal use. Should the individual need assistance in recording sessions, the Studio will do its best to ensure that the individual attains what they need.

Recording Sessions via Google Meet — individuals who wish to record their sessions via Google Meet can do so by using the Record feature in the software. Please note, the individual must be on a desktop/laptop to be able to record sessions through Google Meet.

Accompanist(s) — should an accompanist/should accompanists be required for any session, practice, and/or performance opportunities, the individual is financially and logistically responsible for the accompanist(s).

Sheet Music — should the individual need any sheet music that is not available in the Studio, the individual is financially and logistically responsible for the Sheet Music.

Instrumental Music/Tracks — should the individual need any instrumental music or backing tracks, the individual is financially and logistically responsible for the instrumental music or backing tracks.

Additional Materials Necessitated for the Individual — should the Individual need any additional materials that are not provided by or available in the Studio, the Individual is financially and logistically responsible for purchasing and/or maintaining the material.

Online Sessions / Attendance Parameters

Emergencies will be dealt with on an individual basis.

Punctuality

The individual should arrive on time to a given scheduled session and said session will end at its scheduled time. Regardless of the time of the individual's arrival, even if the individual is tardy, the scheduled session will end at its scheduled end.

The Studio will be punctual, or the Studio will notify the Individual of its tardiness and will extend the session time to satisfy the agreed duration of the session or reschedule the session if time will not allow the extension.

Early arrival by the individual will not guarantee an early start to their session. It is advised that you log in/show up to the session at the appointed time.

Grace Period

The Studio has a general rule of a five-minute (5) grace period for individuals who are tardy logging onto Google Meet for their sessions. After the five-minute (5) grace period, the Studio will log off and leave the room under any and all circumstances without notification.

If an individual logs in within the grace period, the session will go on as planned and will end at the scheduled time.

If an individual notifies the Studio of their tardiness, concession may be given, but the decision of concession is solely up to the Studio.

No-Shows

If a individual chooses to not show up for their session, their session is definitively forfeited along with all fees associated to the session.

For Prospectives who book an Intake Session and do not show up without explanation, the Prospective will no longer be invited to book sessions with the Studio and the fees for the unattended Intake Session will be forfeited under any and all circumstances.

After a combination of two (2) reschedules, cancellations, or no-shows of any kind under any and all circumstances per individual, the Studio holds the sole right to reconsider and/or cease all further sessions with the individual. If the Studio chooses to cease all further sessions with the individual, the individual will forfeit all fees paid to the Studio. That individual will also be uninvited from booking any sessions or services with the Studio.

Reschedules

If an individual needs to reschedule their session, they can do so anytime on their own before the forty-eight (48) hour mark before the original session by using the link in the confirmation or the reminder email. If the individual cannot find their confirmation or reminder email, the individual can contact the Studio.

If an individual needs to reschedule a session after the forty-eight (48) hour mark before the original session, the fees associated with the original session are forfeited and the individual must book a brand new session under any and all circumstances.

After a combination of two (2) reschedules, cancellations, or no-shows of any kind under any and all circumstances per individual, the Studio holds the sole right to reconsider and/or cease all further sessions with the individual. If the Studio chooses to cease all further sessions with the individual, the individual will forfeit all fees paid to the Studio. That individual will also be uninvited from booking any sessions or services with the Studio.

Under all circumstances, if a session must be rescheduled (whether at the individual's request, or the Studio's request) the individual must confirm a day and time within thirty (30) calendar days of the initial reschedule

inquiry. After thirty (30) calendar days, the session is forfeited and no refund will be given.

Cancellations

If an individual needs to cancel their session, they can do so by using the link in their confirmation email or reminder email. If the individual cannot find their confirmation or reminder email, they can contact the Studio at hello@jmlegrairstudio.com to cancel their session. The individual will forfeit all fees paid to the Studio for that session.

After a combination of two (2) reschedules, cancellations, or no-shows of any kind under any and all circumstances per individual, the Studio holds the sole right to reconsider and/or cease all further sessions with the individual. If the Studio chooses to cease all further sessions with the individual, the individual will forfeit all fees paid to the Studio. That individual will also be uninvited from booking any sessions or services with the Studio.

Should the Studio need to cancel the Session for any reason, the Studio will ensure that the individual is rescheduled and/or taken care of appropriately.

Online Sessions / Other Parameters

Session Environment Expectations for Virtual/Online Sessions

Individuals must take their session(s) in a quiet, well lit, still environment to ensure that they can focus on their session with minimal distractions.

Individuals cannot be driving a vehicle, inside a moving vehicle, inside noisy environments, parties, or in any space that can prevent the individual from getting the most out of their sessions.

Sessions are one-one-one meetings between the Studio and the individual. Because of that, individuals should be alone while attending the session. No other individuals are permitted to attend any session.

If the Studio finds that any of these expectations are in violation, the Studio holds the sole right to cease any session(s) at any given time during or after a session and cancel all future sessions. All fees paid by the individual will be forfeited without notification.

Health & Wellness

If an individual attempts to attend their session and they are ill in any way (including but not limited to the common cold, flu, viruses, fatigue, sore throat, and stomach aches) the Studio hold the right to cease the session at any time and the Studio will reschedule the session at a later time.

Session Continuation & Discontinuation

The Studio does its best to ensure that all individuals are served in a way where its beneficial, encouraging, and empowering for each individual. However, there are times when the Studio understands that every individual's journey is different and that journey may take them to other places to be served in ways that the Studio cannot provide. If the Studio deems that a discontinuation of sessions is necessary, the Studio will notify the individual in a fitting way and all future sessions will be cancelled. Any and all fees associated with the discontinued individual will be will dealt with on an individual basis.

Session Culture & Rapport

The Studio prides itself on being an inviting, inclusive, empowering, bold, creative, and safe place for individuals to feel free. They expect the same rapport and respect. If at any point the Studio finds that this culture and rapport is violated by the individual, the Studio holds the sole right to cease any session(s) at any given time during or after a session and cancel all future sessions. All fees paid by the individual will be forfeited under any and all circumstances.

Session Attendee/Client Switching

If an individual books a session that they choose to give to another person for whatever reason, if that person is not a client of the Studio, they must get approval from the Studio. The Studio will arrange what will be best for all parties.

If the Studio has not approved of the Session switch, the Studio will cease the session without notification and all fees related to the session will be forfeited under any and all circumstances.

Individual-to-Studio Interactions

The Studio does its best to ensure that all individuals are served in a way where it is beneficial, encouraging, and empowering for each individual. If an individual becomes hostile, irrational, harassing, or otherwise unprofessional in any way, shape, or form towards any individuals representing the Jaron M. LeGrair Studio in any form, said individual will be immediately removed and uninvited to book future sessions and all paid fees will be forfeited by the individual under any and all circumstances. This removal can happen at any time before, during, or after a session. Additionally, if necessary, appropriate legal action will occur as the Studio deems best for the protection of its personnel and name.

CONFIDENTIALITY CLAUSE

By scheduling a Session with the Studio, the individual understands that all activities, exercises, interactions, conversations, and all related instances between the Studio and the individual are to be kept private unless the pertinent information can help ensure the safety of any related individual. Making any private interaction public without explicit verbal or written permission will result in an immediate ceasing of all Sessions at the Studio for that individual and forfeited fees for all related Session. Additional legal action and protocol may ensue if the Studio deems it necessary.

The Studio will also keep all interactions, activities, and progress related to all Sessions private and confidential unless explicit verbal and/or written permission is given by the individual.

MEDICAL RELEASE CLAUSE

By scheduling a Session with the Studio, the individual understands that the Studio is not responsible for any unhealthy voice or body use which may lead to the necessity of medical attention. The individual is solely responsible and liable for any and all injuries, trauma, and/or potential harm that may occur.

LIABILITY RELEASE CLAUSE

By scheduling a Session with the Studio, the individual understands that the Studio *cannot* and *will not* force the individual to take the time to practice. The Studio can only encourage the individual to do as such. It is solely up to the individual to take what they learn and apply it to their normal routine, to take time to practice, and to make the most out of their own sessions.

Responsibilities, policies, and agreements are subject to change. If any change should occur, proper notification will be given as soon as possible and will be effective immediately once proper notification has occurred.