

Online Lessons with Associated Studios – Information and Terms and Conditions

We are delighted that we will be working together and very much look forward to being able to offer students some online training and lessons during this difficult time.

This is teamwork. Please always feel free to communicate openly and honestly.

We are currently using Zoom as our online platform so if you do not already have Zoom, we would strongly advise downloading it. It's free and super easy to use.

By signing up to any of our online classes, you are automatically agreeing the terms and conditions laid out in this document.

Payment

Payment will need to be made via a Bank transfer prior to your online class. Please note that your place on the class is not confirmed and you will not receive the meeting details for the online class until payment has been received.

Bank details:

Associated Studios

Sort Code: 20 35 93

Acc No: 33740773

You MUST put your name in the reference and e-mail info@associatedstudios.co.uk to confirm payment.

Cancelation Policy

Our online classes are non-refundable. However, if you cancel your class and give 24 hours notice then you will be given a credit note of the same value for another class.

Intellectual Property

You are welcome to record your lessons. However, all lessons are my intellectual property and must not be made public or shared by you.

Some tips to improve the Zoom experience

1) For all devices, uncheck 'automatically adjust microphone volume'. This is in the audio settings when you click 'Test Audio', or when you go into your audio settings anywhere in Zoom. Just make sure the box isn't ticked.

2) If you're using a laptop or desktop (this isn't an option for tablets or phones), please disable background filters. Here's how: Go into the Zoom app and click on the small cog (settings) top right. Click 'Audio' then 'Advanced' (bottom right). Click on options for 'Suppress Persistent Background Noise' and select Disable. Do the same for 'Suppress Intermittent Background Noise'.

3) If you're using a laptop or desktop (this isn't an option for tablets or phones), please set 'Echo Cancellation' to auto. Here's how: Go into the Zoom app, and click on the small cog (settings) top right. Click 'Audio' then 'Advanced' (bottom right). Click on options for 'Echo Cancellation' and select Auto.

- Be ready to start the lesson 5 minutes before the lesson is due to start.

- The lesson might start without your microphone on. If this happens, press join audio or unmute. (Bottom left corner if you're on your computer.)

- Be as close to your router as possible for best possible connection.

- If you can wear headphones for singing lessons, it can improve the sound for you. If you do own a USB mic or equivalent this could be beneficial. (However, a lot of my students today have done lessons without head phones and it has been fine.)

- As soon as we start the lesson, click the arrow next to the mute button, click audio settings. Below microphone, make sure the automatically adjust microphone settings is UNTICKED. The input level should be quite loud. We can change this as we go along. This is very important to get the best experience possible.

- Because there will always be a slight delay, backing tracks MUST be used and they should be played from a different source to the device you're doing your lesson on. It seems best to use a laptop for Zoom and phone for tracks.

Zoom also has a setting in the advanced features > settings > in meeting advanced > 'Original sound'. That should be switched on as it also really helps everything.

<https://m.youtube.com/watch?feature=youtu.be&v=50NoWliYECA>