

## **Cancellation/Make-up Lesson Policy:**

- Payment is due before the lesson starts
- From the beginning of 3rd week of September to the end of the 2nd week of June, an allowance of 1 cancellation is given for every 3 month period with your scheduled lesson slot.
- Once the 1 cancellation is used within that 10 lesson period, students are welcome to reschedule and request 2 make-up lessons within that 3 month period, with an allowance of 1 carry over make-up lesson into the next 3 month lesson cycle.
- If the student chooses to reschedule their usual lesson time with a make-up lesson, **payment is still due at the original scheduled lesson time** they wish to make up. A copy of the receipt will be provided with a make-up lesson/credit noted. Once a make-up lesson is scheduled, it cannot be rescheduled or refunded.
- Make up lessons can either be scheduled on an alternate day OR lesson time can be added to multiple future lessons in 15 or 30 minute lengths, adding up to the full lesson length.
- **A firm 24-hour cancellation policy** is in place for all lessons where a **full lesson charge is due the day of cancellation**. Exceptions will be made if there is an emergency/illness/injury, then a make-up lesson will be scheduled. **Payment will still be due the day of cancellation** with these exceptions.
- If a student decides to discontinue lessons, **3 lessons of notice must be provided**.
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