

Lesson Policy

1. Payment

- 1.1. Payment is required in full on or before the first lesson of each month. Please be aware that the day of your lesson may occur four or five times in a month, and the appropriate payment should be made.

2. Scheduling

- 2.1. Students arriving late for lessons will receive a truncated lesson ending at the usual time.
- 2.2. Students who are taught in their own home must be available and ready to receive instruction during the allotted time slot. Please be ready for the instructor's arrival at least ten minutes prior to your lesson's scheduled start time. The lesson will end at the scheduled time.
- 2.3. Students who are unable to receive a full lesson due to actions of the instructor are eligible for a make-up lesson; however arrangements must be made with the instructor.
- 2.4. During a holiday, no lessons will be given. There will be no charge for lessons that fall on a holiday. As of this writing, the following holidays are observed:
 - New Year's Day (January 1st)
 - Memorial Day (Last Monday of May)
 - Independence Day (July 4th)
 - Labor Day (First Monday of September)
 - Thanksgiving (Fourth Thursday of November)
 - Christmas Day (December 25th)

Please see your instructor for the latest holiday schedule. If you observe holidays not listed here, be sure to make arrangements with your instructor as far in advance as possible. No guarantees can be made about holidays not listed here, and standard policy will apply unless you make special arrangements with your instructor.

3. Cancellations and Refunds

- 3.1. It is the student's responsibility to alert the instructor if the student is unable to attend the scheduled lesson. It is the student's responsibility to ensure that indirect messages given to the instructor (such as voicemail messages) have been received.
- 3.2. Lessons that are cancelled by 12:00 PM of the day before the scheduled lesson are eligible to make up the missed lesson if the instructor's availability allows. In the event that a make-up lesson cannot be scheduled, a refund will be given equal to half of the lesson fee. Emergency situations will be evaluated on an individual basis.
- 3.3. No refund will be given for a missed lesson without 24 hours notice and a make-up lesson will not be offered.
- 3.4. No refund will be given for discontinuation of lessons during a month that has already been paid for.

If you have any questions, please see your instructor.