

# Lesson Policy

## 1. Lesson Fees and Payment

- 1.1. Lessons are charged as a monthly fee, regardless of the lesson period (weekly, bi-weekly, etc.).
- 1.2. Because the fee is based on a calendar month, a flat rate will be charged regardless of the number of weeks in the month. However, the number of lessons within a given month will affect the value of a credit. One credit is defined as the monthly fee divided by the number of lessons in that month.
- 1.3. Payment is required in full on or before the first lesson of each calendar month. Any credits given will apply to the next invoice.

## 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.
- 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 1<sup>st</sup>)
  - Memorial Day (Last Monday of May)
  - Independence Day (July 4<sup>th</sup>)
  - Labor Day (First Monday of September)
  - Thanksgiving (Fourth Thursday of November)
  - Christmas Day (December 25<sup>th</sup>)

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 one credit. Emergency situations will be evaluated on an individual basis.
- 3.3. No refund will be given for a missed lesson without 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.**

X \_\_\_\_\_

**I understand and agree to the above terms.**

Print: \_\_\_\_\_

Date: \_\_\_\_\_