

Lesson Policy

Subject to change.



Welcome new students!

- Cindy's Music Lessons reserves the right to amend this policy at any time. By registering for lessons or by invoice payment, the students declare they agree with the policies in place.
- **If the student cannot make their allocated lesson** time for any reason, the student will be eligible for a **guided offline lesson** to make up for the missed live lesson. The guided offline lesson will be prepared during the student's normal timeslot according to their personalized lesson plan and provided via Fipgrid. Offline lesson preparations will not exceed the normal lesson time. **PLEASE NOTE: 24-hour notice must be given prior to the absence to be eligible for these guided offline lessons.**
- **If a student does not show up** for a lesson within 10 minutes of their designated lesson time, the lesson will be automatically canceled and no guided offline lesson will be offered.
- **Should the teacher need to cancel** for any reason, affected students will receive either an offline lesson or a live makeup lesson pending availability.
- **If the student wishes to discontinue lessons** they must provide notice one week prior by email. Students will continue to receive their lessons as per the studio calendar until the end of the monthly cycle when the termination will take effect. Refunds will not be issued. Any outstanding makeup lessons will not be refunded.
- **In the case of technology failure** on either the teacher's or the student's side (power failure, internet failure, etc.) the lesson will be continued as an offline lesson for the remaining time and provided to the student asap.
- Students will receive a login for the student portal upon receipt of the first payment. Office hours for feedback are Tues, Wed, and Thurs (10 am-12 pm). Students pay the same amount monthly prior to service and receive 40 lessons per 12 months time.

Cindy Nelson