

# Missed Lesson Policy

Tuition is based on a 9-month period (September-May) and divided into monthly payment installments that can be paid with different payment options listed on the registration form. The studio runs much like a private school; Tuition remains the same each month and is based on enrollment, **not attendance**, reserving your child's exclusive lesson time throughout the academic year, whether he/she attends lessons or not. (I can't teach another student when a student misses a lesson without replacing the student altogether.) ***It is NOT the teacher's responsibility to reschedule a student's lesson if he/she has a conflict with another activity.***

A student who does not attend a lesson will simply miss the benefit of that lesson. Your tuition reserves you a weekly time slot and benefits within the studio. Please give as much notice as possible when cancelling a lesson. There will not be any make-up lessons when cancelled by the student; however, you may refer to the student roster exchange list to swap lesson times with someone in case of illness, vacation etc...(guidelines are below). **Please inform me of any changes.** Should 2 people arrive at once, I will teach the one whose lesson is normally at that time. Please inform me if you do not wish to have your name included on the exchange list. If you cannot attend, please call or I will worry. If I must miss a lesson I will call and reschedule with you.

## Student Exchange Roster (i.e., SWAP LIST) Guidelines

The student exchange roster is given only to those families who have opted in to exchange with other families when a conflict in your normal lesson schedule should arise.

- ❖ All exchanges must be done PARENT to PARENT. The teacher will NOT arrange changes for any student.
- ❖ The parent who requested the change is responsible to email or call me within 24 hours to let me know what has been worked out. If two families show up for the same lesson time because the swap was not confirmed properly, priority will go to the normally scheduled student (s) with no refund or rescheduling for the other student (s) unless the parties agree to share the time.
- ❖ Swaps are reciprocal, not obligatory. If someone says NO to an exchange request, please respect that. If someone exchanges with you, however, be kind and return the favor when possible.
- ❖ Swaps are limited to 4 (four) per family per school year. Use them wisely. They are not collectible from year to year.

## **Choices for Snow/Inclement Weather Cancellations:**

When the studio has determined that the roads are unsafe for travel, we will follow these guidelines for rescheduling the weather-related cancellation:

### 1. Online Lesson

Online lessons will only be available during the normal lesson day/time and limited to snow/inclement weather only. Please let me know by 12:00 p.m. of your normal lesson day that you wish to schedule an online lesson so I can prepare accordingly.

- ❖ Online lessons are good for up to 30 minutes. However, 30 minutes is not guaranteed.
- ❖ Online lessons are available through FaceTime and Skype (my user name is Gail Heywood). FaceTime is preferred if you have both options as the quality is better.
- ❖ I will need to have a side view of the student and the piano. Ideal camera view is when I see both of your hands to the keyboard and your face. I would recommend using an iPad, tablet or laptop for mobility. You will want to set the device on something level to the keyboard (table, etc.)
- ❖ Have all materials and yourself ready to go at your lesson time and wait for the call! 😊

### 2. Video Lesson

- ❖ The student will videotape their assignment and email it to me for critique and comments.