



Updated July 2023

Studio Policy

Attendance & Cancellations

1. Please **CALL** or **TEXT** my cell number **905-269-6438** if your child is ill on the day of his/her lesson. I can check text and voicemail more readily than email.
2. Advance notice: As a courtesy to other students, if you know in advance that you will be missing a lesson, (i.e. for family vacations, religious observances or other special functions) please advise me as early as possible so that I can make arrangements for someone else to use the time slot. (this usually requires 48 hours).
3. Cancellations by the teacher: If I have to cancel a lesson, (either due to illness or a performance or rehearsal call) I will make every effort to reschedule with you at a mutually agreeable time. If this cannot be done within a month's time, I will refund the fee for the lesson.
4. Cancellations by the student: There can be no refund of fees for lessons cancelled or missed by the student. It is enough of a challenge for me to reschedule a student into a different time slot during the week, particularly between 4 and 6 pm. I should not be expected to give extra time outside of my scheduled studio hours to teach students who missed their regular lesson time due to illness, sports events, family vacations, etc.
5. Rain cheques for missed lessons: I offer up to 3 opportunities per year for students to make up for missed lessons. These can usually be arranged during a time slot when another student has cancelled their lesson, or during the summer if absolutely no other time is available. Rain cheques may NOT be carried over from one year to the next.
6. Termination of lessons: Three weeks' notice is required if you choose to discontinue lessons.