



LESSON CANCELLATION POLICY (last updated 5/1/2024)

- **If you need to cancel a scheduled private lesson, notification must be made AT LEAST 24 hours prior to the scheduled lesson time to receive a make-up lesson** (for definition of a make-up lesson, please see below). *Please communicate with your child's teacher directly to cancel a lesson.* Leaving a voicemail or email is acceptable when attempting to cancel a lesson, however, please make every effort to get in touch with your child's teacher directly.
- In the event of a sudden/unexpected illness or change of plans, please give your child's teacher as much notice as possible.
- No shows or failure to notify the teacher within 24 hours is considered a forfeited lesson. Forfeited lessons will not be made up.
- If you know of dates ahead of time where you/your child cannot make a lesson, please notify the teacher as soon as possible.
- There are NO refunds on unused or forfeited lessons.
- **If your child's teacher must cancel a lesson, they are responsible for giving you at least 24 hours' notice as well.** If you do not receive this notice, please contact the office at info@kidsorchestra.org

MAKE UP LESSONS

- Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the teacher and the student.
- Typically, make-up lessons take place at an alternate time/day within the week. In some cases, the make-up lesson will be added after/before the original lesson time, enabling the student to have an extended lesson.
- A make-up lesson can be booked with your teacher directly.

HOLIDAYS

- Lessons can be scheduled during holiday breaks at the discretion of the family and teacher.