



## Private Lesson Policies

Last updated: Fall 2024

### CANCELLATION POLICY

- **To cancel a scheduled private lesson, we require notice AT LEAST 24 hours prior to the scheduled lesson time. If notice has been given 24 hours prior, you are eligible for a make-up lesson.** In the case of sudden/unexpected illness, family emergency, or unforeseen circumstances, please give your child's teacher as much notice as possible. Make-up lessons will be given at the discretion of the teacher. *(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 for our Private Lesson Coordinator, Kristyn Van Cleave, is acceptable when attempting to cancel a lesson (225.922.4656 ex. 102). However, please make every effort to get in touch with your child's teacher directly.
- **No shows or failure to notify the teacher within 24 hours** is considered a forfeited lesson. Forfeited lessons will not be made up and are nonrefundable.
- **If you are running more than 10 minutes late** to your lesson, please contact your teacher. Otherwise, the scheduled lesson will be forfeited for that week.
- Please notify your teacher at the beginning of each month of any scheduled lessons that you/your child cannot attend due to pre-planned vacations, etc.
- Your child's teacher reserves the right to reschedule a lesson due to illness or professional commitment. They are responsible for giving you at least 24 hours' notice as well. If you do not receive this notice, please contact Kristyn [kvancleave@kidsorchestra.org](mailto:kvancleave@kidsorchestra.org).

#### Make-up Lessons

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

#### Holidays

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



## TUITION PAYMENT POLICY

- **After the last lesson of each month, tuition will be invoiced for the exact number of lessons that occurred during that month.**
- *Tuition is due 10 calendar days after invoices are sent.*
- If payment has not been received within 10 calendar days of invoicing, KO reserves the right to pause lessons until payment has been received.
- If your family needs flexibility regarding tuition payments, please contact us at [kvanleave@kidsorchestra.org](mailto:kvanleave@kidsorchestra.org). Flexibility will be determined on a case-by-case basis.
- **If you need to stop or pause taking lessons:** out of respect for your teachers' schedule, please give them 30 days' notice or contact us at [kvanleave@kidsorchestra.org](mailto:kvanleave@kidsorchestra.org).