



LESSON CANCELLATION POLICY

Cancellation of a lesson 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.

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.

All lessons must be completed within 30 days of the end of the term. Unused lessons after that time will be considered forfeited.

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.

Make-up lessons not used 30 days after the end of the term will be considered forfeited

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.