

NEW MAKE-UP POLICY

The current Make-Up Policy is changed on a trial basis, effective January 1, 2008. In the past, students had to give 24 Hours advanced notice in order to attend a small-group make-up lesson. The new proposed policy allows students to contact the studio as late as 10am the day of their lesson for notification. It also allows them to have individual make-up lessons instead of small group sessions.

Our hope is that the new policy will allow for easier make-up for those who “wake-up sick” or have “a last minute emergency” to still receive some value for their lesson. It is not intended to allow those who “just don’t feel like it” to miss and stockpile make-up times. That is the main reason this policy, while now in effect, is on a trial basis thru April 1st, 2008. If we feel the policy is too ‘forgiving’ for us to fulfill, we may have to return to the current 24-Hour notification system (or some other variation). We urge students to - as always - miss only when necessary.

As the cut-off time for notification is now 10am the day of the lesson, please understand that we will under no circumstances be able to bend the rule further. This means call, email, or provide written notice of the absence by 10am that day (no....10:20am doesn’t work, nor does 10:05am). Often we get calls the day of, or hours before a lesson is to start, that the student won’t make it. We truly appreciate the short heads up so we don’t have a teacher standing around waiting. However, we are not able to make as valuable use of that time and cannot do make-ups for such short notice (as has always been the case).

Those who give proper notification can then sign up for a make-up lesson sometime within two months of the absence. All make-up slots are now 30minutes in length, and will primarily remain focused on theory. The studio has the right to change the openings based on teacher availability. And as always, there are no refunds or discounts that are allowed for a missed lesson. It is the student’s responsibility to sign up for a time over eight weeks following their absence (if you give several days advanced notice of absence, you can even sign up prior to your missed lesson).

The form to sign up for missed lessons will be posted at the studio.

We hope this policy change can be beneficial for all students who now have several more hours to notify us, individual make-ups, and more flexibility for emergencies. This policy will remain in effect on a trial basis thru March 31, 2008. Should it work well for all involved, it will become our new official make-up policy. As always, contact the studio with any questions. Please see the “formal policy” below:

MAKE-UP LESSONS

No credits or refunds are given for any missed lesson, classes, or make-up lessons, regardless of reason.

Make-up Lessons are a convenience offered several times per month to students who have given notification of absence by at least 10am from an individual lesson. This gives the student an opportunity to maintain instruction on topics covered in individual instruction.

These lessons primarily focus on theory and are scheduled for specific times each month, with a list of all options posted at the studio. If is the student/parent responsibility to sign up for a Make-up Lesson, after giving proper advanced notice.

Make-Up Lessons have the same cancellation policy as normal lessons: students can only miss a Make-up Lesson for which they registered by providing notification by 10am the day of the lesson. Without such notice, the student forfeit’s the option to receive a make-up for the missed lesson.

The studio reserves the right to change Make-up Lesson times and availability if needed, and will attempt to contact students involved. The studio reserves the right to utilize a scheduled lesson time as needed, if for any reason a student provides notice of their absence for that time.

This policy is on a trial basis, thru March 31, 2008.

