

Vanessa DINNING

Voice & Music Studio: 2023-2024 Policies MISSED LESSONS & MAKE-UPS

Policies and practices for music lessons vary from teacher to teacher. Some charge subscriptions per quarter. Others charge a security deposit each year or a registration fee. Some charge a set monthly fee, like the gym, and if you miss your lesson then tough – no make-ups! The latter being very common, especially here in San Diego. Most also charge the same monthly fee, even throughout the summer months.

Vanessa has always been very flexible about missed lessons and make-ups, even more so over the past couple of years as we all wrestled with the challenges of the pandemic. As we wrapped the past academic year, Vanessa reviewed how things had been working for the studio and was surprised to realize she had given **over 100 hours of make-up lessons** outside of regularly scheduled studio time... which means working later or earlier than usual and working on days off. Whilst Vanessa hopes to be as flexible as possible, it has proven important to set firmer boundaries moving forward when it comes to missed lessons and make-ups. Please expect these protocols to be enforced.

These are practices and protocols, different to previous years.

I ask respectfully that you read these carefully and do your best to adhere to them.

- If a student must miss a lesson, then 24 hours' notice must be given. If not, then the lesson must be paid for, *without offer of a make-up*.
- If sufficient notice is given, Vanessa will offer 2 time slots for make-ups over the next 60 days. The times offered will be within regularly scheduled studio teaching hours. If none of these times works for you, then the lesson will be considered made-up.
- If sufficient notice is given and the 2 offered time slots do not work, but the student still wishes for a make-up, IF Vanessa has availability outside of regularly scheduled teaching hours, she may make an exception, for an additional charge of \$25.
- Make-up lessons do not accumulate. As stated above, if the 2 proposed times are not accepted, then the lesson is considered made-up.
- Pro-rated monthly fees, refunds, credits, and rollovers are not given under any circumstances when the lesson is missed or cancelled by the student, even when sufficient notice is given. *Please do your best to plan ahead and give as much notice as possible.* Vacations, sports (even if last-minute), too much homework, or "I haven't had time to practice enough" are not considered valid reasons for missing lessons. With notice, make-up options will be offered. (*See above*).
- In an emergency, Vanessa will-of course-be as flexible as possible and do her best to accommodate a special make-up within the next 30 days.
- Online Lessons via Zoom or FaceTime are a great way to ensure lessons still happen if transport or mild sickness is an issue. Please always ask for this alternative.