

## ATTENDANCE POLICIES

Your student's lesson time is reserved just for them, at the same time every week, for the full school year.

## Need to miss a lesson? Here are your options:

### 1 Online Lesson

Confirm before 2:00 PM

Online and In-Studio lessons may be freely exchanged any time for ANY reason.

Will take place at your **regular lesson time**.

### 2 Video Exchange

Use Practice Space app  
Confirm before 2:00 PM

Send videos of your student playing their assignments **BEFORE their regular lesson time**.

I'll use their lesson time to return feedback.

### 3 Reschedule

For severe illness only  
Maximum 2 per student  
Must notify by 9:00 AM

Rescheduled lessons will be taught in-studio or online only

Available on Theory Club weeks, or Catch Up Week. Unused lessons expire January 1/April 1/June 30.

**This studio operates at full capacity every week. Lessons outside the usual appointment time are not available, except in the case of severe illness.**

#### DID YOU SCHEDULE A CONFLICTING ACTIVITY?

**Use Video Exchange.** It is not possible to reschedule lessons missed due to parties, sports events or practices, vacations, extra-curricular activities, work, doctor or dentist appointments, etc.

#### WILL YOU BE AWAY DURING THE SCHOOL YEAR?

Lesson spots cannot be held for students who are absent without payment. For absences of 4 or more consecutive lessons during the school year, you may reserve your lesson time by paying 50% of the tuition for that time.

#### DID YOUR TEACHER CANCEL? WHAT ABOUT PANDEMICS OR SNOW DAYS?

In most cases, lessons will move **Online**. If this is not possible due to power outages or teacher emergency, lessons may be rescheduled to Teacher Catch Up Week (see studio calendar) or one-hour Group Classes.

#### ILLNESS OR INJURY:



- Please cancel in-studio lessons if your child is sick. **Online lessons** are available if they feel able to learn. **Rescheduling or video exchange** are available if they are feeling too unwell to concentrate.
- **Must notify by 9:00 AM to qualify for rescheduling.** Online or Video Exchange only if after 9:00 AM.
- If a student is ill when they arrive at the studio (fever, vomiting, pink eye, heavy cough, etc.) the lesson will be cancelled immediately and will not be rescheduled.
- **Hand/arm injuries:** if the student has one functioning arm/hand lessons will continue. This is a great time to focus on new concepts and skills that do not need two hands.



#### SCHEDULING ISSUES:

- If you will be late, please text. The lesson will end at the scheduled time, in respect for the next student.
- **Student lateness, no-shows, or same-day cancellations will not be rescheduled or refunded.**



#### LONG WEEKENDS AND PRO-D DAYS:

- No private lessons following Monday long weekends (Students will attend Theory Club group class.)
- Private lessons follow the regular schedule for other holidays and pro-D days.
- The studio is closed during Christmas Break and March Break (See studio calendar for details).



#### THEORY CLUB GROUP CLASSES:

- You may sign up your child for any class (online or in-studio) at or below their level, space permitting. Since multiple options are available, no rescheduled lessons are offered for missed group classes.