

# LM STUDIO

## ONLINE LESSON POLICIES

### 2020

#### CANCELLATIONS NOT DUE TO ILLNESS

If you are unable to make a scheduled lesson for a reason other than illness, please follow the table below to determine your eligibility for a make up lesson **OR** credit. The more notice given, the better the outcome for all parties!

NOTICE GIVEN	MAKE UP LESSON	CREDIT	LESSON FORFEIT
≥ 7 days	✓	✓	✗
≥ 24 hours	✓	✗	✗
< 24 hours	✗	✗	✓

#### CANCELLATIONS DUE TO ILLNESS

Please follow the table below in regards to make up lessons. Most importantly, when it comes to cancellations due to illness, please give as much notice as is possible!

NOTICE GIVEN	MAKE UP LESSON	CREDIT	LESSON FORFEIT
≥ 8 hours	✓	✗	✗
< 8 hours	?	✗	?

? = At the teachers discretion

#### TEACHER ABSENCE

If your teacher is ill, or otherwise rendered unable to teach at the last minute due to unforeseen circumstances, all students will be eligible for a make up lesson (refer to Section 2.6.). If your teacher is absent on a pre-planned holiday or leave, you will be given a minimum of 4 weeks notice, and, where possible, this will be factored into the term payment. If the absence has been noted in your term invoice, and hence that lesson has not been charged, no make up lesson will be given.

#### MAKE UP LESSONS

Make up lessons will be scheduled via the online booking system.

## **DISCONTINUATION OF LESSONS**

If you wish to cease lessons with your teacher at any point during the year, you must give your teacher a minimum of 2 weeks notice. If 2 weeks or more notice is provided, any remaining unused lessons from the current term (if the term is not completed) will be refunded. If less than 2 weeks notice is given, you will be liable for those two weeks of lessons. The remainder of the unused lessons from the current term (if the term is not completed) will then be refunded.

If you wish to cease lessons with your teacher at the completion of a term, there will be no financial liability on the part of either party (teacher or student). In this case, notice must still be given at least 2 weeks before the first lesson of the next term. If less than two weeks notice is given, you may be asked to pay for lessons that would have occurred within 14 days of the date the teacher was notified of the wish to discontinue lessons.