



January 2018

Private Lessons Missed Classes and Make-up Lessons

Studio Policy

It is the responsibility of the Student & Parent to be fully aware of our studio's policy regarding missed classes and make-up lessons. The fundamental concept underlying this policy is that when a student books a lesson time that time is made available solely for that student. No one else can have that time. The teacher and the facility are booked for you!

We are aware that occasionally there are unavoidable circumstances that may prevent a student from attending their lesson time (for example, illness or family emergency). In those circumstances, we are happy to reschedule a make-up lesson at a mutually convenient time.

If a lesson is cancelled by the Studio or the Teacher, we are happy to reschedule a make-up lesson at no additional cost.

If a student missed their lesson for other reasons, we are unable to provide a make-up lesson and there is no refund.

We want to do all we can to make your experience at our studio happy and simple. And yet, as you would understand, there are limits to what any business can do.

Please speak to one of our staff if you have a question about this policy. Our phone number is 416-428-3309.