

Ruback Studios Policies

12/18/2019

1. General Policy Information:

- 1.a Payments are due before the 1st of each month (with the exception of new clients, who pay at their first lesson).
- 1.b Payments made on or after the 1st of the month are deemed 'late payments' and require an additional \$10 fee.
- 1.c Lesson cancellations with less than 24 hours notice will be lost and not rescheduled.
- 1.d Rescheduled lessons must be taken within the same month in which they were paid. Accordingly, payments will not be credited from one month to the next.

2. Monthly Scheduling:

- 2.a Upon determining a mutually agreed monthly lesson schedule, the frequency, time, and lesson length are automatic going forward, *including* five week months. This simplifies scheduling. Please keep this in mind.
- 2.b Five week months are automatically scheduled - unless the teacher is notified before the 1st of the new month.
- 2.c Changes or alterations to the mutually agreed upon monthly lesson time (lesson length, and number of lessons to be taken) must be made prior to the 1st of the new month.
- 2.d Lesson changes made on or after the 1st of the new month may only be rescheduled. Reductions in the number of lessons is not possible at this point, as the instructor's time has been reserved for the student as well as studio fees paid. (Please see 'Rescheduling.')

3. Rescheduling:

- 3.a Rescheduling during the course of a month that has already commenced is subject to the available time slots that the instructor has, and the timeliness of the communication. If the instructor does not have an alternative make-up time for the week of the rescheduled lesson, the instructor will do his best to makeup the lesson later during that month. The first makeup is obligatory on the part of the instructor. 2nd, 3rd, and 4th changes are not, though the instructor will do his utmost to find an alternate time, especially depending upon circumstances.
- 3.b Holiday weeks and vacations may easily be arranged before the first of the upcoming month. Here are some possible options:
 - a) Rescheduling the lesson(s) during the course of the month.
 - b) Consolidating four lessons into three longer lessons as the client may wish (for example).
 - c) Taking fewer weeks of lessons for that month (current fees applicable).

4. Forfeiture of a Lesson:

- 4.a Cancellations with less than 24 hours notice are forfeited and will not be rescheduled.
- 4.b Exceptions: In the event of inclement weather and family emergencies, the instructor will reschedule a lesson that is cancelled with less than 24 hour notice. Please contact me directly for such exception to be made.

5. Ending Lessons or taking a break from lessons:

- 5.a Required: a 30-day advance written notice, all payments made in full up until the end of the 30 day notice from day of receipt.

Thank you for your cooperation!

Randy

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