

# MAKE-UP LESSON POLICY

## Late Client, Rescheduling and No-show Policy

### **Lessons are paid upfront in blocks of at least five sessions**

Except for your intro lesson, we require upfront payment to book your lessons.

Cancellations need to be avoided but appointments may be rescheduled.

### **Holidays**

If you know in advance that you will be absent please notify as soon as possible. Your balance will be carried forward to the week you wish to resume drum lessons.

### **In the event of being late**

The student is expected to call or text the teacher within the first 15 minutes. The missed portion of the lesson will be forfeited and the full price will be charged.

### **Absence and rescheduling**

If you are unable to attend a class you can make up a class, within the enrolled period, provided you gave 24 hour notice.

All other scenarios are considered missed appointments.

### **Missed Appointment (no-show or less than 24 hour notice)**

Late cancellations and no-shows impact us significantly.

If you miss a class or fail to provide at least 24 hours' notice to reschedule and make an effort to do so, the fees for that lesson will be forfeited, with no refund, credit, or makeup lesson offered.

## SCHOOL HOLIDAYS

Prior to school holidays, teacher and students are required to clarify if they want to:

- have lessons at the regular day and time, or at a different day/time; or
- do an intensive program with extra lessons; or
- take a break.

## THE TEACHER

The teacher may have to reschedule lessons due to illness or gigs for example.

If the teacher is **late**, you will be compensated with extra time the same day or during a future lesson, otherwise you will be refunded.

If the teacher **misses** a lesson the student will be eligible for a free lesson or a refund. There's no teacher's holiday pay. When the teacher is on **holidays** your balance is carried forward until your next lesson date.

January 2025

Updated Make-up Lesson Policy: [DrumLessonsSydney.com.au/MakeUpLessonPolicy.pdf](http://DrumLessonsSydney.com.au/MakeUpLessonPolicy.pdf).

Claudio Reis

Mobile: 0415 332 132

Email: [claudio@DrumLessonsSydney.com.au](mailto:claudio@DrumLessonsSydney.com.au)